

COMMISSIONERS
BOB STUMP – Chairman
GARY PIERCE
BRENDA BURNS
BOB BURNS
SUSAN BITTER SMITH



0000155502

ARIZONA CORPORATION COMMISSION

RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL

To: Docket Control

2014 AUG 22 PM 3 35

ORIGINAL

RE: EPCOR Docket # W-01303A-09-0343 and SW-01303A-09-0343

Please docket the attached 226 customer comments regarding the above filed case.

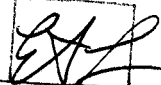
Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

AUG 22 2014

DOCKETED BY 

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax

Priority: Respond Within Five Days

Opinion **No.** 2014 - 117858

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Allene

Foster

Account Name: Allene Foster

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:**

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 12:57 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Allene Foster

Date: 08/15/14

Address:

Phone:

CityStateZip: Sun City, AZ

Cell:

Docket: EPCOR Waste Water Consolidation

Docket No: W-013031-09-0343 and SW-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: Please do not raise our rates.

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

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Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117858

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117893

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Alwin**

Bertsch

Account Name: Alwin Bertsch

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip

is: E-Mail

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Sunday, August 17, 2014 8:23 AM
To: Util-PublicComment

Subject: Public Comment

Name: Alwin bertsch
Date: 8-18-14
Address:
Phone:
CityStateZip: sun city, arizona
Cell:none
Docket: epcor waste water consolidation
Docket No: w-013031-09-0343 sw-013031-09-0343
Utility: epcor
Position: Con
Email:

Comments: Im completely opposed to this action our water bills are high enough
End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117893

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117815

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Amanda J**

Fyhrie

Account Name: Amanda J Fyhrie

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 8:32 AM
To: Util-PublicComment
Subject: Public Comment

Name: Amanda J Fyhrie
Date: 08/16/2014
Address:
Phone:
CityStateZip: Sun City, Az
Cell:
Docket: Epcor Waste Water Consolidation
Docket No: ww-013031-09-03430343
Utility: Epcor
Position: Con
Email:

Comments: this would increase our cost by about 89% which is unacceptable. there has to be a cheaper alternative which would allow the average person to still survive the cost.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117815

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117966

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Arlan**

Spykerman

Account Name: Arlan Spykerman

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 2:10 PM
To: Util-PublicComment
Subject: Public Comment

Name: Arlan Spykerman
Date: 8/18/14
Address:
Phone:
CityStateZip: Sun City
Cell:
Docket: Wastewater Rate Design Examination
DocketNo: W-01303A-09-0343 Sw-303A-0-0343
Utility: Epcor Water
Email:

Comments: Please do not let this consolidation or a partial consolidation happen. This is an attempt to get Sun City to "bail out" poor planning by the Anthem builders or utility at the time of the project. If the poor planning was intentional (to sell homes) or unintentional is their problem. I have a great concern that the Commission has a difficult job to do when it comes to rate increases and how they handle them. In this case, it should be perfectly

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

clear that this is not right!! Thank you. Arlan Spykerman

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117966

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117795

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Audrey**

Coulter

Account Name: Audrey Coulter

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Friday, August 15, 2014 4:35 PM
To: Util-PublicComment

Subject: Public Comment

Name Audrey Coulter

Date: 08-15-2014

Address:

Phone:

CityStateZip: Sun City, AZ

Cell:

Docket: EPCOR Waste/Water Consolodation

Docket No: w-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: The Coulter household feels that EPCORs attempt to consolidate with other communities will raise our water and sewer rates unfairly because most homes in Sun City have only one or two members in the home, however the outside communities have households with multiple people (families with children) who use much

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

more of the utility than our district uses. Also I seem to remember that Tubac has problems with high levels of arsenic in it's water which I feel will become something Sun City will have to bear the cost. Thank you for letting me voice my opinion.

8/15/2014 @ 4:41 pm - 2ND Opinion Received from Consumer:

From: Util-PublicComment
Sent: Friday, August 15, 2014 4:41 PM
To: Util-PublicComment

Subject: Public Comment

Name: Audrey Coulter
Date: 08/15/2014
Address:
Phone:
CityStateZip: Sun City
Cell:
Docket: EPCOR Waste/Water Consolodation
Docket No: sw-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: This consolidation would unjustly raise the rates of many residents of Sun city who subside on social security and pensions.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117795

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117861

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Bella**

Romain

Account Name: Bella Romain

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 1:57 PM
To: Util-PublicComment
(
Subject: Public Comment

Name: Bella Romain
Date: 08/16/2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: Honorable Commissioners: As a new resident of Sun City who is on a fixed budget, I am adamantly opposed to Epcor's waste water consolidation proposal. I researched various communities, including their water

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

and waste water rates, prior to moving, to determine affordability. If consolidation were approved, our rates would rise approximately 89%. This is unconscionable and unaffordable. When Epcor acquired systems from Anthem and other areas, they should have done their due diligence to ensure that such an acquisition would afford them a reasonable return on their investment. We in Sun City should not have to bear the consequences if Epcor finds that they are not getting a reasonable rate of return from their purchase of other systems. I understand that in 2010 a similar effort to consolidate was attempted, and that then, as now, the residents of Sun City opposed such efforts, as, indeed, I do now. Consolidation would be unfair and an undeserved burden on those who can least afford it. Please vote AGAINST consolidation! Sincerely, Bella Romain

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117861

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117920

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By:

Betty

Hassler

Account Name:

Betty Hassler

Home:

Street:

Work:

City:

Sun City

CBR:

State:

AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division:

sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 12:34 PM
To: Util-PublicComment

Subject: Public Comment

Name: Betty Hassler
Date: August 18, 2014
Address:
Phone:
CityStateZip: Sun City AZ
Cell:
Docket: Wastewater Rate Design Examination
Docket No: W-01303A
Utility: EPCOR
Position: Con
Email: j

Comments: As a Sun City, AZ resident I am requesting you do not allow full consolidation of all the EPCOR wastewater districts. Based on the figures supplied by EPCOR, each Sun City wastewater user would experience a 90% rate increase if full-district consolidation was to be approved by the Commission. EPCOR

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

noted in their ACC response they have projected additional capital improvement costs for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and choices. Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117920

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117800

Date: 8/19/2014

Complaint Description: 08Q EPCOR
 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Beverly**

Eaton

Account Name: Beverly Eaton

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
 SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Friday, August 15, 2014 6:06 PM
To: Util-PublicComment

Subject: Public Comment

Name: Beverly Eaton
Date: 8-15-14
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-09-0343 and SW013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: A 89% increase in our water rates here in Sun City is going to stretch the budget of many of us who are trying to live on Social Security. Since the costs of all services and products is increasing we already live on tight budgets. We have grown to expect and accept a certain amount of increase in the things we need but the

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

amount of the proposed water consolidation is way above what our budgets will allow.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117800

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2014 - 117782

Date: 8/18/2014

Complaint Description:

08Q EPCOR

08G Consolidation - Opposed

First:

Last:

Complaint By:

Bill

Vann

Account Name:

Bill Vann

Home:

Street:

Work:

City:

Sun City

CBR:

State:

AZ

Zip:

is: E-Mail

Utility Company:

EPCOR Water *AAWC

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO CONSOLIDATION*****

Docket Nos. W-01303A-09-0343

SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment

Sent: Friday, August 15, 2014 4:07 PM

To: Util-PublicComment

Subject: Public Comment

Name: Bill Vann

Date: 08/15/2014

Address:

Phone:

CityStateZip: Sun City, AZ

Cell:

Docket: Consolidation, Deconsolidation and your Wastewater

DocketNo: unknown

Utility: Epcor Water

Position: Con

Email:

Comments: I as a rate payer in Sun City, AZ oppose any consolidation of any Waste Water or water districts that are now operated by Epcor in Sun City. Sun Cities systems operate as the most efficient in AZ and our rates will be adversely affected by any consolidation. Sincerely, Bill Vann

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/18/2014

Opinion No. 2014 - 117782

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117834

Date: 8/19/2014

Complaint Description: 08Q EPCOR
 08G Consolidation - Opposed

First:

Last:

Complaint By: **Bonnie**

Abbott

Account Name: Bonnie Abbott

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
 SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 10:56 AM
To: Util-PublicComment

Subject: Public Comment

Name: Bonnie Abbott
Date: 8/16/2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: As a resident of Sun City, I OPPOSE FULL WASTE WATER CONSOLIDATION. This would be a huge cost increase in waste water rates which retired citizens can not afford!
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

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Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117834

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117845

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117809

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Bruce**

Alleman

Account Name: Bruce Alleman

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 7:39 AM
To: Util-PublicComment

Subject: Public Comment

Name: Bruce Alleman

Date: 8-16-14

Address:

Phone:

CityStateZip: Sun City AZ

Cell:

Docket: EPCOR Waste Water Consolidation

Docket No: W-013031-09-0343 and SW-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: I OPPOSE FULL WASTE WATER CONSOLIDATION. The people in established communities should not have to pay for utilities for recent arrivals who bought without verifying resource supply. The voters in Sun City will be out in force to remove those from office who place this financial burden on us.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117809

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117879

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Bruce**

Taylor

Account Name: Bruce Taylor

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 5:35 PM
To: Util-PublicComment
Subject: Public Comment

Name: Bruce Taylor
Date: 8-16-2014
Address:
Phone:
CityStateZip: Sun City AZ
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR water company
Position: Con
Email:

Comments: I OPPOSE FULL WASTE WATER CONSOLIDATION BY EPCOR. I am a senior living on a fixed income and cannot afford such a large increase of my utility costs. The reasons for such a consolidation are

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

unknown and the benefits are nil. I understand your commission is an elected body. You better believe that I vote in every election. Right now you are not looking to good in my opinion.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117879

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117919

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Charles** **Griffith**

Account Name: Charles Griffith

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 12:35 PM
To: Util-PublicComment

Subject: Public Comment

Name: Charles Griffith

Date: 08/18/2014

Address:

Phone:

CityStateZip: Sun City

Cell:

Docket: wastewater rate design examination:consolidation de-consolidation

Docket No: w-0130A-09-0343:sw-0303a-0-343

Utility: epcor water

Email:

Comments: why is it that when a person ask for a 5% rate increase the company thanks it is a large increase but when a corporation ask for a 90% increase they thank it's alright. My pension is fixed and I have to live with it, don't they ever get enough

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

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Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117919

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117798

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Clyde** **Jorgensen**

Account Name: Clyde Jorgensen

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:
From: Util-PublicComment
Sent: Friday, August 15, 2014 5:35 PM
To: Util-PublicComment

Subject: Public Comment

Name: Clyde Jorgensen
Date: 8-15-16
Address:
Phone:
CityStateZip: SUJN City, Az.
Cell:
Docket: w-013031-09-0343 & SW-01303109-o343-
Docket No:
Utility: Epcor
Email:

Comments: This kind of raise in my bill would just about ruin my plans to survive in our beloved Sun City and I do hope you look after our best interest. Thank you, Clyde
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117798

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: .

Fax: .

Priority: Respond Within Five Days

Opinion No. 2014 - 117804

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Corinne**

Yee

Account Name: Corinne Yee

Home:

Street:

Work:

City: Youngtown

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone: .

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Friday, August 15, 2014 7:00 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Corinne Yee
Date: 8/15/14
Address:
Phone:
CityStateZip: Youngtown, AZ
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-09-0343, SW-013031-09-0343
Utility: EPCOR
Position:Con
Email:

Comments: Per an email from Epcor to my representative at the State House, this change could result in an 89% increase in costs to seniors in Sun City. Many of the seniors there are living on tight budgets and cannot

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

afford that increase. They need to find a better way.

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117804

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117816

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Dale & Janice

Caron

Account Name: Dale & Janice Caron

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 8:46 AM
To: Util-PublicComment
Subject: Public Comment

Name :Dale & Janice Caron
Date: 08/16/2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: I OPPOSE FULL WASTE WATER CONSOLIDATION! Why should Sun City, which has no new facilities required, pay for the newer cities/areas? It's just not fair!

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117876

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By:

Dan

Parker

Account Name: Dan Parker

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 3:07 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Dan Parker
Date: 8/16/14
Address:
Phone:
CityStateZip: Sun City
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: I strongly oppose full waste water consolidation. The extra costs involved for us in Sun City would be prohibitive and push many on fixed income beyond the ability to make monthly bills. The voters of Sun City are very concerned about continued price increases and remember at the voting booth. Dan Parker

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117876

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117799

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Dana** **Kovach**

Account Name: Dana Kovach

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Friday, August 15, 2014 5:37 PM
To: Util-PublicComment

Subject: Public Comment

Name: Dana Kovach
Date: 8/15/2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Other
Email:

Comments: Dana and Nora Kovach respectfully request that the Arizona Corporation Commission just so "NO" to the full consolidation scenario for waste water by Epcor. Simply put, we are passionately opposed to this scenario, as we have received information from our State Representative that such a scenario could lead to

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

upwards of an 89% increase in our waste water rate. We are retirees on a fixed income. We are minimum water users with no outside watering systems, nor a pool. To saddle us with some sort of equalized waste water rate to "smooth" rates to assuage those who are heavy water and, hence, waste water users, is just plain wrong. With technology available today, Epcor can easily manage extremely elaborate rate systems and such consolidation is nothing but a play to increase their profits by socking it to the minimum users such as us while dampening the impact on heavy water users so that opposition from that demographic group is mitigated. Again ACC, just say NO as our elected representatives.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117799

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117937

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **David**

Miller

Account Name: David Miller

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip

is: E-Mail

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 11:26 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: David Miller
Date: 8/18/2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: Waste Water consolidation by Epcor
Docket No: W-01303A-09-0343
Utility: Epcor Water
Position: Con
Email:

Comments: DOCKET NO. W-01303A-09-0343; SW-0303A-0-0343, Wastewater Rate Design Examination As a Sun City, AZ resident I am requesting you do not allow full consolidation of all the EPCOR wastewater districts. Based on the figures supplied by EPCOR, each Sun City wastewater user would experience a 90% rate increase

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

if full-district consolidation was to be approved by the Commission. EPCOR noted in their ACC response they have projected additional capital improvement costs for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and choices. Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts. Respectfully yours, David and Thelma Miller

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117937

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117907

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **David**

Sinclair

Account Name: David Sinclair

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 9:18 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: DAVID SINCLAIR
Date: 08/18/2014
Address:
Phone:
CityStateZip: SN CITY, AZ
Cell:
Docket: EPCOR WASTE WATER CONSOLIDATION
Docket No: W-013031-09-0343SW013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: This is an astonishing attempt by Epcor to virtually double its income w/ little added investment on Epcor's part. I realize that rate increases are part of the future w/ all utilities, but this one is unacceptable - and unaffordable to many of us seniors - in this form and at this time.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117907

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117928

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: David

VanderNaalt

Account Name: David VanderNaalt

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 12:11 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: David VanderNaalt
Date: 08/18/2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: -013031-09-0343 SW-013031-09-0343
Utility: EPCOR
Position: Con
Email: I

Comments: As a Sun City, AZ resident I am requesting you do not allow full consolidation of all the EPCOR wastewater districts. Based on the figures supplied by EPCOR, each Sun City wastewater user would experience a 90% rate increase if full-district consolidation was to be approved by the Commission. EPCOR

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

noted in their ACC response they have projected additional capital improvement costs for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and choices. Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts.

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117928

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117929

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **David** **Wirth**

Account Name: David Wirth

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 12:09 PM
To: Util-PublicComment
Cc: \n
Subject: Public Comment

Name: david wirth
Date: 08/18/2014
Address:
Phone: \n
CityStateZip:
Cell:
Docket: epcor
Docket No: w_01303A_09_0343
Utility: epcor
Position: Con
Email:

Comments: Everyone in sun city is on a fixed income or on public assistance. We are not working class people like those in anthem and other communities. We urge that you support us rather than epcor water.thank

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117929

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117817

Date: 8/19/2014

Complaint Description: 08Q EPCOR
 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **David Stanley** **Melrose**

Account Name: David Stanley Melrose

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
 SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 8:48 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: David Stanley Melrose
Date: 8/16/14
Address:
Phone:
CityStateZip: Sun City
Cell: 6239720144
Docket: W-013031-09-0343
Docket No: SW-013031-09-0343
Utility: Epcor
Position: Con
Email:

Comments: Please do not allow this 90% increase in waste water fees to become a reality. I live in Sun City and have a total income of \$885 per month. An increase like this will make it so I have no funds to purchase necessities such as gasoline for my car, oil for my car, minor maintenance for my car such as oil changes, and

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

other household expenses. Thank you for your consideration on this matter.

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117817

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117903

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: **Debbie**

Sailer

Account Name: Debbie Sailer

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION IN FAVOR*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment

Sent: Sunday, August 17, 2014 11:32 AM

To: Util-PublicComment

Cc:

Subject: Public Comment

Name: Debbie Sailer

Date: 08/17/14

Address:

Phone:

CityStateZip: Buckeye, AZ

Cell: 602-301-1021

Docket: Agua Fria Waste Water Issue SW-01303A-09-0343

Docket No: SW-01303A-09-0343

Utility: EPCOR

Email:

Comments: Please support the full consolidation of the five waste consolidation districts to spread the cost equally. It is unfair for Verrado residents to pay such outrageous cost because of the partial de-consolidation that occurred in 2012. Residents cannot afford to pay these rates and it is damaging to the welfare of our community.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117903

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: . . .

Fax: . . .

Priority: Respond Within Five Days

Opinion No. 2014 - 117823

Date: 8/19/2014

Complaint Description: 08Q EPCOR
 08G Consolidation - Opposed

First:

Last:

Complaint By: **Deborah** **Lane**

Account Name: Deborah Lane

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: . . .

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
 SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 9:15 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Deborah Lane
Date: 8-16-14
Address:
Phone: . . .
CityStateZip: Sun City, AZ
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: I oppose full waste water consolidation. My reasons are simple: The residents of Sun City would be severely hurt by a positive decision. Not all Sun City people are rich; MANY are at poverty level. Many moved here for the simple, inexpensive lifestyle in order to be independent from their families. Myself included! I am

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

secretary/treasurer of my self-managed condominium association, and we are already dealing with a projected increase in water rates. Please, please do not do this highly unreasonable rate hike to our waste water rates too! Thank you for your sincere consideration. Deborah Lane

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117823

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117978

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Debra

Dorgan

Account Name: Debra Dorgan

Home:

Street:

Work:

City: Peoria

CBR: (

State: AZ Zip

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 4:27 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Debra Dorgan
Date: 8/19/2014
Address:
Phone:
CityStateZip: Peoria, AZ
Cell:
Docket: W-01303A-09-0343; SW-0303A-0-0343
Docket No:
Utility: EPCOR
Email:

Comments: To: Bob Burns Susan Bitter Smith Gary Pierce Bob Stump Brenda Burns From: Sun City Resident
Re: DOCKET NO. W-01303A-09-0343; SW-0303A-0-0343, Wastewater Rate Design Examination As a Sun City,
AZ resident I am requesting you do not allow full consolidation of all the EPCOR wastewater districts. Based on
the figures supplied by EPCOR, each Sun City wastewater user would experience a 90% rate increase if full-

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

district consolidation was to be approved by the Commission. EPCOR noted in their ACC response they have projected additional capital improvement costs for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and choices. EPCOR should not ask Sun Cities residents, most of whom are on fixed incomes, to subsidize repairs and buildouts for other areas! Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts. Respectfully yours,
Don and Debra Dorgan
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117978

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117934

Date: 8/19/2014

Complaint Description: 08Q EPCOR
 08G Consolidation - Opposed

First:

Last:

Complaint By: **Dennis and Karen Nelson**

Account Name: Dennis and Karen Nelson

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
 SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 11:41 AM
To: Util-PublicComment
Subject: Public Comment

Name: Dennis and Karen Nelson
Date: 8/18/2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Email:

Comments: OPPOSE FULL WASTE WATER CONSOLIDATION An Increase of close to 89% while we are on a fixed income. Think real hard on this one PLEASE

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117934

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117888

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Diana**

Duran

Account Name: Diana Duran

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 7:48 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Diana Duran
Date: 8/12/14
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: W-013031-09-0343
Docket No: SW-13031-09-0343
Utility: Epcor
Position: Con
Email:

Comments: Certainly, you know that Sun City citizens are all senior on limited income. An increase of up to 89% has a severe negative impact on our cost of living.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117888

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117974

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Dorothy S.**

DeYoung

Account Name: Dorothy S. DeYoung

Home: (623) 876-0880

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 3:27 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Dorothy S. DeYoung

Date: 8-18-2014

Address:

Phone:

CityStateZip: Sun City, AZ

Cell:n/a

Docket: Wastewater Rate Design Examination:Consolidation/De-Consolidation

Docket No: W-01303A-09-0343 SW-0303A-0-0343

Utility: EPCOR

Position: Con

Email:

Comments: As a Sun City, AZ resident, I am requesting that you do not allow full consolidation of all the EPCOR wastewater districts. Based on the figures supplied by EPCOR, I would experience a 90% rate increase if full-

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

district consolidation was to be approved by the Commission. EPCOR noted in their ACC response they have projected additional capital improvement costs for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and choices. Thank you for your consideration and a vote to DENY full consolidation of the EPCOR wastewater districts. Respectfully yours, Dorothy S. DeYoung
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117974

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117961

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Dorothy M.**

Kuppler

Account Name: Dorothy M. Kuppler

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone.

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 1:59 PM
To: Util-PublicComment

Subject: Public Comment

Name: Dorothy M. Kuppler
Date: 8-18-0214
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: W-01303A-09-0343;W-0303A-0-0343
Docket No:
Utility: epcor
Position: Con
Email:

Comments: I am requesting you do not allow full consolidation of all the EPOR wastewater districts. We should not be required to subsidize other districts. Please vote to deny full consolidation

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117961

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: .

Fax: .

Priority: Respond Within Five Days

Opinion No. 2014 - 117904

Date: 8/19/2014

Complaint Description: 08Q EPCOR
 08G Consolidation - Opposed

First:

Last:

Complaint By: **Douglas I**

Maxwell

Account Name: Douglas Maxwell

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
 SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Sunday, August 17, 2014 11:43 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: douglas maxwell
Date: 8/17/14
Address:
Phone:
CityStateZip: sun city, AZ
Cell:

Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: As a Sun City resident, I am opposed to any consolidation of waste water. I understand your premise, well, Anthem & Agua Fria will help pay to replace our infrastructure, maybe and maybe not. The more likely probablilty will be a consolidation of our water resources...taking water from our wells and sending it to

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Anthem et al. I know of the drought conditions even though you & Am Water always say we have a 100 years of water, we'll see, I doubt it! I do not want consolidation of our water resources either. I purposely bought here because of the water resources. We will pay our own way! The way I see it, the waste problems those 2 have occurred when these were developed. E These expenses should be the burden of developer & residents.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117904

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117827

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Elizabeth Olson

Account Name: Elizabeth Olson

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 9:47 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Elizabeth Olson
Date: 8-16-2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket:Waste Water Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: I oppose FULL WASTE WATER CONSOLIDATION.
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117827

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117938

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Estelle M.**

Rutlin

Account Name: Estelle M. Rutlin

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 11:23 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Estelle M. Rutlin
Date: 8/18/14
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket:
Docket No:
Utility: Epcor
Position: Con
Email:

Comments: I feel we are paying enough for water services, especially since Epcor went into their own insurance business. There should be a cap put on how much can be charged so we people who are on a fixed income can keep to our budgets.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117938

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117796

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **FRAN**

HIGGINS

Account Name: FRAN HIGGINS

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Friday, August 15, 2014 4:44 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: FRAN HIGGINS
Date: 6-15-2014
Address:
Phone:
CityStateZip: SUN CITY, AZ
Cell: NONE
Docket: EPCOR WASTE WATER CONSOLIDATION
Docket No: W-013031 SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: I OPPOSE FULL WASTE WATER CONSOLIDATION FOR SUN CITY AND YOUNGTOWN.
End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117796

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117810

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Fred**

Faust

Account Name: Fred Faust

Home:

Street:

Work:

City: Sun City

CBR

State: AZ Zip

is: E-Mail

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 7:52 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Fred Faust
Date: 08/16/2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: I OPPOSE FULL WASTE WATER CONSOLIDATION.
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117810

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117898

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Geoffrey M** **Lawrence**

Account Name: Geoffrey M Lawrence

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Sunday, August 17, 2014 9:32 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Geoffrey M Lawrence

Date: 8-17-14

Address:

Phone:

CityStateZip: Sun City Arizona

Cell:

Docket: Epcor Waste Water Collection

Docket No: W-013031-09-03

Utility: Epcor

Position: Con

Email:

Comments: Against such a large increase....A modest increase to base costs I am not opposed to at all... Also
docket SW-013031-09-0343

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117898

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117870

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By:

Greg

Olson

Account Name:

Greg Olson

Home:

Street:

Work:

City:

Sun City

CBR:

State:

AZ

Zip:

is:

Utility Company.

EPCOR Sewer *AAWC

Division:

sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 2:42 PM
To: Util-PublicComment
Subject: Public Comment

Name: Greg Olson

Date: 8/16/14

Address:

Phone:

CityStateZip: Sun City, AZ.

Cell:

Docket: EPCOR Waste Water Consolidation

Docket No: W-013031-09-0343 , SW-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: I OPPOSE FULL WASTE WATER CONSOLIDATION. An 89% increase for Sun City residents, most of whom are on fixed incomes, seems a bit much don't you think?

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117870

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117977

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117921

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Harriet

Wintrow

Account Name: Harriet Wintrow

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 12:20 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Harriet Wintrow

Date: 8/18/14

Address:

Phone:

CityStateZip: Sun City

Cell:

Docket: Wastewater Rate Design Examination; Consolidation/ De-Consolidation

Docket No: W-01303A-09-0343; SW-0303A-0-0343

Utility: Epcor

Position: Con

Email:

Comments: As a Sun City, AZ resident I am requesting you do not allow full consolidation of all the EPCOR wastewater districts. Based on the figures supplied by EPCOR, each Sun City wastewater user would experience a 90% rate increase if full-district consolidation was to be approved by the Commission. EPCOR

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

noted in their ACC response they have projected additional capital improvement costs for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and choices. Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts. Respectfully yours,
End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117921

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117906

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Helen**

Fleurquin

Account Name: Helen Fleurquin

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 9:13 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Helen Fleurquin

Date: 8/18/14

Address:

Phone:

CityStateZip: SunCity Az

Cell:

Docket: Water Consolidation.

Docket No: W-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: We oppose Full Waste Water Consolidation. We are all on a fixed income, and can't afford That.
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117906

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2014 - 117890

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Herb H** **Carson**

Account Name: Herb H Carson

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Sunday, August 17, 2014 3:41 AM
To: Util-PublicComment
Subject: Public Comment

Name: Herb H Carson
Date: Aug. 16 2014
Address:
Phone:
CityStateZip: Sun City
Cell:
Docket: w-013031-09-0343 sw-013031-09-0343
Docket No:
Utility: EPCOR
Position: Other
Email:

Comments: I can not aford that kind of a jump in my rate....
End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117890

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117909

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Herbert & Marilyn Slater**

Account Name: Herbert & Marilyn Slater

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip

is: E-Mail

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 9:55 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Herbert & Marilyn Slater

Date: 8/18/14

Address:

Phone:

CityStateZip: Sun City, AZ

Cell:

Docket: EPCOR Waste Water Consoliedation

Docket No: W-013031-09-0343 & SW-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: We are totally against the increase here in Sun City. I think 89% is a tad unfair.

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117909

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117859

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: J Michael

Walsh

Account Name: J Michael Walsh

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 1:15 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: J Michael Walsh
Date: 8/16/2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: MY WIFE AND I OPPOSE FULL WASTE WATER CONSOLIDATION. THE PROPOSED INCREASE IN RATES IS UNACCEPTABLE, ESPECIALLY FOR A RETIREMENT COMMUNITY WERE MOST

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

FOLKS ARE ON A FIXED INCOME.

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117859

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117863

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **James**

Sanders

Account Name: James Sanders

Home: ,

Street:

Work:

City: Sun City

CBR:

State: AZ Zip.

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 2:29 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: JAMES SANDERS
Date: 8/16/2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: I am against any consolidation plan that would increase waste water or water rates. Any significant

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

change in the structure of Epcor should only be done to produce savings for all participants.

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117863

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117911

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Jay**

Pearl

Account Name: Jay Pearl

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 10:11 AM
To: Util-PublicComment
Subject: Public Comment

Name: Jay Pearl
Date: 8/18/14
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: We OPPOSE FULL WASTE WATER CONSOLIDATION. The full consolidation scenario would increase Sun City and Youngtown waste water rates by 89%! AND IS UNACCEPTABLE!!

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117911

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117969

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Jean**

Lancisi

Account Name: Jean Lancisi

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 2:22 PM
To: Util-PublicComment

Subject: Public Comment

Name: Jean Lancisi
Date: 08/18/2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: Wastewater Rate Design Examination
Docket No: W-01303A-09-0343;SW-0303A-0-0343
Utility: EPCOR
Email:

Comments: As a Sun City, AZ resident I am requesting you do not allow full consolidation of all the EPCOR wastewater districts. Based on the figures supplied by EPCOR, each Sun City wastewater user would experience a 90% rate increase if full-district consolidation was to be approved by the Commission. EPCOR noted in their ACC response they have projected additional capital improvement costs for the Sun City District of

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

\$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and choices. Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117969

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117908

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Jerry** **Smith**

Account Name: Jerry Smith

Home: -----

Street:

Work:

City: Buckeye

CBR: -----

State: AZ Zip: -----

is: E-Mail

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 9:22 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Jerry Smith
Date: 08/18/2014
Address:
Phone:
CityStateZip: Buckey
Cell:
Docket: SW-01303A-09-0343
Docket No:
Utility: EPCOR
Email:

Comments: To Whom It May Concern, We moved here from Reno, Nv six months ago where we paid approximately \$160 PER QUARTER for sewer services. Because Phoenix is in a desert and water supplies are diminishing I fully expected to pay more for water here in Phoenix. What I found appalling was the sewer

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

treatment fee's billed by EPCOR!! Most communities base there monthly sewer fee's on the number of "fixture units" in the dwelling unit (i.e., number of sinks, toilets, etc.) It makes absolutely no sense that residents would have to pay EPCOR \$59 per month simply for the privilege of having EPCOR provide sewer service, and then have to pay additional monthly sewer fee's at \$6.97 per thousand gallons during the summer months when their water usage goes up for landscape irrigation! FYI!! Landscape irrigation water does not go into the sewer treatment facilities unless the collection system is riddled with leaks. It is hard to rationalize how such an unfair rate structure could have ever been conceived, let alone approved, and this needs to be rectified. EPCOR is entitled to a fair rate of return on their investment year round. It would be interesting to know what EPCOR's monthly sewage treatment flow is, how much it varies from month to month and season to season, and how what would appear to be a large increase in cash flow during the summer months is accounted for! Thank you.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117908

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: _____

Fax: _____

Priority: Respond Within Five Days

Opinion No. 2014 - 117967

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Jo

Seraphine

Account Name:

Jo Seraphine

Home: _____

Street:

Work: _____

City:

Sun City

CBR: _____

State:

AZ

Zip: _____

is: E-Mail

Utility Company:

EPCOR Sewer *AAWC

Division:

sewer

Contact Name:

Contact Phone: _____

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 2:16 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Jo Seraphine
Date: 8/18/14
Address:
Phone:
CityStateZip: Sun City AZ
Cell:
Docket: W013031-09-0343
Docket No:
Utility: water rates/EPCOR
Position: Con
Email:

Comments: Please speak up for your constituents and stop this excessive increase for our water rates. We in Sun City don't seem to have adequate representation. I, like so many here, live on a small pension that has been devastated by increases of every sort. Groceries alone have seriously injured my budget...and with no increase

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

in my pension to offset these higher charges... I seem to be continually on the losing side. Please help!
End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117967

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2014 - 117917

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Joan**

Adair

Account Name: Joan Adair

Home: \

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 12:45 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Joan Adair

Date: 08-18-2014

Address:

Phone:

CityStateZip: Sun City, AZ,

Cell:

Docket:DOCKET NO. W-01303A-09-0343; SW-0303A-0-0343, Wastewater Rate Design Examination

DocketNo:DOCKET NO. W-01303A-09-0343; SW-0303A-0-0343

Utility: EPCOR Wastewater Districts

Position: Con

Email:

Comments: Susan Bitter Smith Gary Pierce Bob Stump Brenda Burns From: Joan Adair, Sun City Resident Re: DOCKET NO. W-01303A-09-0343; SW-0303A-0-0343, Wastewater Rate Design Examination As a Sun City, AZ resident I am requesting you do not allow full consolidation of all the EPCOR wastewater districts. Based on the

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

figures supplied by EPCOR, each Sun City wastewater user would experience a 90% rate increase if full-district consolidation was to be approved by the Commission. EPCOR noted in their ACC response they have projected additional capital improvement costs for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and choices. Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts. Respectfully yours, Joan Adair

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117917

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117875

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Joan**

Rivisto

Account Name: Joan Rivisto

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 2:54 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Joan Rivisto
Date: 8/16/14
Address:
Phone: /
CityStateZip: Sun City, Arizona
Cell:
Docket: Water consolidation
Docket No:
Utility: Epcor
Email:
Comments: I oppose Full Waste wWater Consolidation.
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117875

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117886

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: John

Ratcliff

Account Name: John Ratcliff

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 7:36 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: John Ratcliff
Date: 08/16/14
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: Epcor Waste Water Consolidation
Docket No: W-013031-09-0343 SW-013031-09-0343
Utility: Epcor
Position: Con
Email:

Comments: I am totally apposed to this unnecessary and costly project. Raising the sewer rates to this degree is ridiculous at best. Try to remember that Sun City residents are living on a fixed income and this added cost will

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

be a burden. Please reconsider and do not go forward with this. If this passes it will be remembered at election time. John Ratcliff

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117886

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117895

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Judith**

Gillham

Account Name: Judith Gillham

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Sunday, August 17, 2014 9:22 AM
To: Util-PublicComment
Subject: Public Comment

Name: Judith Gillham

Date: 8-17-2014

Address:

Phone:

CityStateZip: Sun City, Arizona

Cell:

Docket: EPCOR Waste Water Consolidation

Docket No: W-013031-09-0343 SW-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: I am against consolidation of the water districts. An 89% increase is unthinkable and being on a fixed income, totally unacceptable!! Please listen to us. We cannot afford an 89% increase.

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117895

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117932

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Julie**

Shelly

Account Name: Julie Shelly

Home:

Street:

Work:

City: Youngtown

CBR: /1@msn.com

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 11:51 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Julie Shelly
Date: 08/18/14
Address:
Phone:
CityStateZip: Youngtown, AZ
Cell:
Docket: Epcor Waste Water Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: Epcor
Position: Con
Email:

Comments: I am opposed to the rate hikes requested by Epcor. The impact to the communities of Youngtown and Sun City would be detrimental. These are towns of elderly, fixed and low income, and struggling young families. The proposed rate hike would cripple these communities to the point where it would be a choice

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

between food and water. As a community service worker in this area, I have witnessed the difficulty of day to day living of the residents. The choice between doctor or electric bills, between medication or television. This is a struggling community. Please reconsider this rate hike requested by Epcor.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117932

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117916

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Karen

McAdam

Account Name: Karen McAdam

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 12:54 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Karen McAdam

Date :Aug. 18, 2014

Address:

Phone:

CityStateZip: Sun City, AZ

Cell:

Docket: EPCOR Waste Water Consolidation

Docket No: W-013031-09-0343 and SW-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: An 89% increase in waste water fees?!?!?! I am not aware of any corresponding improvement of services that warrants such a huge increase to a population of retirees predominantly on fixed incomes.

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

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Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117916

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117887

Date: 8/19/2014

Complaint Description: 08Q EPCOR
 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Karen

Ratcliff

Account Name: Karen Ratcliff

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
 SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 7:39 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Karen Ratcliff
Date: 8-16-14
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: Epcor Waste Water Consolidation
Docket No: W-013031-09-0343 SW-013031-09-0343
Utility: Epcor
Email:

Comments: I am totally apposed to this unnecessary and costly project. Raising the sewer rates to this degree is ridiculous at best. Try to remember that Sun City residents are living on a fixed income and this added cost will be a burden. Please reconsider and do not go forward with this. If this passes it will be remembered at election

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

time. Karen Ratcliff

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117887

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117927

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Kay** **VanderNaalt**

Account Name: Kay VanderNaalt

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 12:12 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Kay VanderNaalt
Date: 08/18/2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: -013031-09-0343 SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: As a Sun City, AZ resident I am requesting you do not allow full consolidation of all the EPCOR wastewater districts. Based on the figures supplied by EPCOR, each Sun City wastewater user would

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

experience a 90% rate increase if full-district consolidation was to be approved by the Commission. EPCOR noted in their ACC response they have projected additional capital improvement costs for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and choices. Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts.

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117927

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117960

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Kenneth** **klein**

Account Name: Kenneth klein

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 1:38 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Kenneth klein

Date: 08/18/14

Address:

Phone:

CityStateZip: Sun city,AZ

Cell:

Docket:

Docket No:

Utility: Epcor

Email:

Comments: I am opposed to Epcor consolidation sewer rate increase as it is exorbitant and even more so for the thousands of sun City snowbird owners who do not use sewer for up to 6 months a year. that makes the increase 178% and that is ridiculous.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

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Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117960

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117900

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Lance**

Gillham

Account Name: Lance Gillham

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Sunday, August 17, 2014 10:00 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Lance Gillham
Date: 8-17-14
Address:
Phone:
CityStateZip: Sun City, Az.
Cell:as
Docket: Epcor Wastewater Consolidation
Docket No: W-013031-09-0343, SW-013031-09-0343
Utility: EPCOR
Position: Con
Email

Comments: What EPCOR is requesting is unreasonable and unfair to the residents of Sun City. Please do not allow this proposed consolidation proposal to be approved.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

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Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117900

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117918

Date: 8/19/2014

Complaint Description: 08Q EPCOR
 08G Consolidation - Opposed

First:

Last:

Complaint By: **Larry**

Bertignoli

Account Name: Larry Bertignoli

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
 SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 12:35 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Larry Bertignoli

Date: 8/18/2014

Address:

Phone:

CityStateZip: Sun City, AZ

Cell:

Docket: Wastewaer Rate design Examination; Consolidation/de/Consolidation

Docket No: W-01303A-09-0343;SW-0303A-0-0343

Utility: Epcore

Position: Con

Email:

Comments: As a Sun City,AZ. Resident I am requesting you do not allow full consolidation of all the EPCOR wastewater districts. Based on the figures supplied by EPCOR, each Sun City wastewater user would experience a 90% rate increase if full district consolidation was to be approved by the Commission. EPCOR

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

noted in their ACC response they have projected additional capital improvement costs for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.3M. We cannot and should not be required to subsidize other districts for poor planning and choices. Sun City Home owner.

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117918

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117793

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Larry**

Harstad

Account Name: Larry Harstad

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip

is:

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Friday, August 15, 2014 4:19 PM
To: Util-PublicComment
Subject: Public Comment

Name: Larry Harstad
Date: 8-15-14
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: As a Sun City resident and therefore a Senior citizen -- please do not couple me with the same waste water usage as a family of maybe 5 in any community !! Consolidation is NOT acceptable.

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117793

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117808

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Larry** **Vroom**

Account Name: Larry Vroom

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 7:33 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Larry Vroom
Date: August 16, 2014
Address:
Phone:
CityStateZip: Sun City, Arizona
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: I STRONGLY oppose the proposed waste water consolidation as in unfairly places higher financial obligation on residents of Sun City.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117808

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117930

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Larry McDonald and El Grant**

Account Name: Larry McDonald and Elaine Grant

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 12:05 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Larry McDonald and Elaine Grant

Date: August 18, 2014

Address:

Phone:

CityStateZip: Sun City

Cell:

Docket: EPCOR Waste Water Consolidation

Docket No: W-013031-09-0343, SW-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: As Sun City residents, we are requesting you do not allow full consolidation of all the EPCOR wastewater districts. Based on the figures supplied by EPCOR, each Sun City wastewater user would experience a 90% rate increase if full-district consolidation was to be approved by the Commission. EPCOR

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

noted in their ACC response they have projected additional capital improvement costs for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and choices. Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts.

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117930

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117935

Date: 8/19/2014

Complaint Description: 08Q EPCOR
 08G Consolidation - Opposed

First:

Last:

Complaint By:

Len

Hilderbrand

Account Name: Len Hilderbrand

Home:

Street:

Work:

City: Sun City

CBR: ..

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
 SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 11:28 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: len hilderbrand
Date: 08/18/14
Address:
Phone:
CityStateZip: Sun City
Cell:
Docket: Wastewater Rate Desgin Examination
Docket No: w-01303a-09-0343
Utility: Epcor
Position: Other
Email:

Comments: To: Bob Burns Susan Bitter Smith Gary Pierce Bob Stump Brenda Burns From: Sun City Resident
Re: DOCKET NO. W-01303A-09-0343; SW-0303A-0-0343, Wastewater Rate Design Examination As a Sun City,
AZ resident I am requesting you do not allow full consolidation of all the EPCOR wastewater districts. Based on

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

the figures supplied by EPCOR, each Sun City wastewater user would experience a 90% rate increase if full-district consolidation was to be approved by the Commission. EPCOR noted in their ACC response they have projected additional capital improvement costs for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and choices. Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts. Respectfully yours, Len and Sharon Hilderbrand

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117935

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: .

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117882

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Leonard J.

Fyhrie

Account Name: Leonard J. Fyhrie

Home

Street:

Work:

City: Sun City

CBR:

State: AZ Zip

is: E-Mail

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 5:43 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Leonard J. Fyhrie
Date: Aug 16, 2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: This sounds like the consumer is going to take it in the shorts again if this goes through. People move to Sun City because of the weather and quality of life, and most these folks are on fixed income. How can

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

they afford such a massive increase? It seems as if everyone has their handout wanting more, that includes federal government, state government and utility companies. My question is what happens when you run out of people to screw?

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117882

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117874

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Linda** **Schumacher**

Account Name: Linda Schumacher

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 2:50 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Linda Schumacher
Date: 08/16/14
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: What are you trying to do? Close down Sun City and Youngtown! This would destroy so many of our low income people. Everything has gone up since the recession started in 08 and it continues. I totally OPPOSE

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

FULL WASTE WATER CONSOLIDATION! Thank You, Linda
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117874

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117975

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Linda** **Smith**

Account Name: Linda Smith

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip

is: E-Mail

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 3:41 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Linda Smith
Date: 8-18-14
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: Epcor
Position: Con
Email:

Comments: I am totally opposed to Epcor's plan of consolidation. Why should Sun City residents have to pay to correct Epcor's mistake.

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117975

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117806

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Lloyd** **Maple**

Account Name: Lloyd Maple

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 7:25 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Lloyd Maple
Date: 8/15/2014
Address:
Phone: ()
CityStateZip: Sun City, AZ
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Email:

Comments: I see no value to me a Sun City resident for the full consolidation scenario of the waste water. It would only hurt our community financially which is a community of Senior Citizens and remember we all VOTE! Our community was established some 50+ years ago and our water usage has been established for a long time now. Since the water usage is way below average so goes the waste water usage. Why should we pay for

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

communities that have much higher water usage i.e. Swimming Pools, Green Grass Lawns etc. If they consume more then they should pay more. Not us. Lloyd Maple

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117806

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117914

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Loretta** **King**

Account Name: Loretta King

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 10:54 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Loretta King

Date 8-18-2014

Address:

Phone:

CityStateZip: Sun City, AZ

Cell:

Docket:Re: DOCKET NO. W-01303A-09-0343; SW-0303A-0-0343

Docket No:

Utility: Epcor

Position: Con

Email:

Comments: To: Bob Burns Susan Bitter Smith Gary Pierce Bob Stump Brenda Burns From: Sun City Resident
Re: DOCKET NO. W-01303A-09-0343; SW-0303A-0-0343, Wastewater Rate Design Examination As a Sun City,
AZ resident I am requesting you do not allow full consolidation of all the EPCOR wastewater districts. Based on

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

the figures supplied by EPCOR, each Sun City wastewater user would experience a 90% rate increase if full-district consolidation was to be approved by the Commission. EPCOR noted in their ACC response they have projected additional capital improvement costs for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and choices. Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts. Respectfully yours, * * * * *

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117914

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117802

Date: 8/19/2014

Complaint Description: 08Q EPCOR
 08G Consolidation - Opposed

First:

Last:

Complaint By:

Lou

Sniderman

Account Name: Lou Sniderman

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
 SW-01303A-09-0343

8/18/2014 - Email Received:

Util-PublicComment

Sent: Friday, August 15, 2014 6:34 PM

To: Util-PublicComment

Cc:

Subject: Public Comment

Name: Lou Sniderman

Date: 8-15-14

Address:

Phone:

CityStateZip: Sun City, AZ,

Cell:

Docket: EPCOR Waste Water Consolidation

Docket No: W-013031-09-0343 and SW-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: Dear Commissioners, You may recall that in 2010 Epcor's predecessor also requested this consolidation and we, in Sun City, were adamantly opposed...we still are! Most of us in Sun City are on a fixed income and can't afford this to subsidize other areas of their district. They, Epcor Water, should have known

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

what they bought when purchased it and how much each area would cost to provide them with a reasonable profit. If they didn't that is their problem-not ours! If you paid too much for something, that's your problem not ours! We don't ask other areas to pay for us and we don't want to pay for theirs. As we have said in the past, let Anthem and other areas pay for themselves and if Epcor can't make a profit from their area, let Epcor absorb it not Sun City, or Youngtown or any other district! I hope you will vote against this consolidation! Thank you, Lou Sniderman Sun City
End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117802

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117822

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Lou Ann

Ziolkowski

Account Name: Lou Ann Ziolkowski

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 9:10 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: LOU ANN ZIOLKOWSKI
Date: 8/16/14
Address:
Phone:
CityStateZip: SUN CITY, AZ
Cell:
Docket: EPCOR WASTE WATER CONSOLIDATION
Docket No: w-013031-09-0343
Utility: EPCOR
Email:

Comments: This is absolutely absurd. As a business owner (2 business in fact), this increase will hurt the whole community here in Sun City. Many residents are on a very fixed income and doubling our water bills will cause many to choose between water or food & medications. Let alone the increases that the condo associations will undoubtedly pass on to it's residences. Enough is enough. Epcor need to fix the problem they've created and

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

NOT pass it on to us consumers, who aren't even in the area's that they created the problems for!!! I for one don't want to be paying for areas that Epcor didn't properly plan for water usages in other parts of this county!!! If I had a choice of another water company I would switch in a heartbeat. If this does go thru, I'm seriously considering moving both of my businesses away from AZ.

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117822

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117905

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Lu Roth

Account Name: Lu Roth

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 9:08 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: lu roth
Date: 081814
Address:
Phone:
CityStateZip: sun city az
Cell:
Docket: epcor
Docket No: w-013031090343
Utility: epcor
Position: Con
Email:

Comments: help stop waste water rate increase.
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117905

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117972

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Lynn

McAdam

Account Name: Lynn McAdam

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 2:47 PM
To: Util-PublicComment
Cc: /
Subject: Public Comment

Name: Lynn McAdam
Date: 8-18-14
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: DOCKET NO. W-01303A-09-0343; SW-0303A-0-0343,
Docket No:
Utility: EPCOR
Email

Comments: As Sun City, AZ residents, we are against a full consolidation of all the EPCOR wastewater districts. Based on the figures supplied by EPCOR, each Sun City wastewater user would experience a 90% rate increase if full-district consolidation was to be approved by the Commission. Should a full consolidation take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

subsidizing other district costs in the amount of \$13.2M. Sun City residents SHOULD NOT BE REQUIRE\$D TO
SUBSIDIZE OTHER DISTRICTS FOR POOR PLANNING AND CHOICES!!! Respectfully, Lynn and Karen

McAdam

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117972

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117902

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Martha**

Woelfle

Account Name: Martha Woelfle

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Sunday, August 17, 2014 11:20 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Martha Woelfle

Date: 8/17/14

Address:

Phone:

CityStateZip: Sun City, AZ

Cell:

Docket: EPCOR WASTE WATER CONSOLIDATION

Docket No: W-013031-09-0343 and SW-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments:THIS IS AN OUTRAGE, SUN CITIAN'S CANNOT AFFORD THIS!!!

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117902

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117976

Date: 8/19/2014

Complaint Description: 08Q EPCOR
 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Marti** **Barnard**

Account Name: Marti Barnard

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
 SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 3:49 PM
To: Util-PublicComment
Cc: I
Subject: Public Comment

Name: Marti Barnard
Date: 08/18/14
Address:
Phone: I
CityStateZip: Sun City,Az
Cell:
Docket: W-01303A-09-0343 SW -0303A-0-0343
Docket No:
Utility: Epcor
Email:

Comments: I feel we're already being ripped off by Epcor as we're snowbirds aren't utilizing any Wastewater at this time. However we're paying more for Wastewater service than we are for water. What's wrong with this picture? Now if Epcor gets their way my Wastewater bill will go up 90%. We're on a fixed income as most Sub City residents are, and this is impossible!.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117976

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 117939

Date: 8/19/2014

Complaint Description: 08Q EPCOR
 08G Consolidation - Opposed

First:

Last:

Complaint By: **Mary Ann** **Gibson**

Account Name: Mary Ann Gibson

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:**

is: E-Mail

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
 SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 11:16 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Mary Ann Gibson
Date: 08-18-2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: Wastewater Rate Design Examination
Docket No: W-01303A-09-0343; SW-0303A-0-0343
Utility: EPCOR
Position: Con
Email:

Comments: Michael J Gibson. BA. RSO Mary Ann Gibson, AAS, LPN :
AZ vacation home 08-18-2014 To: Bob Burns
Susan Bitter Smith Gary Pierce Bob Stump Brenda Burns Re: DOCKET NO. W-01303A-09-0343; SW-0303A-0-

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

0343, Wastewater Rate Design Examination As a Sun City, AZ resident I am requesting you do not allow full consolidation of all the EPCOR wastewater districts. Based on the figures supplied by EPCOR, each Sun City wastewater user would experience a 90% rate increase if full-district consolidation was to be approved by the Commission. EPCOR noted in their ACC response they have projected additional capital improvement costs for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and choices. Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts. Respectfully yours, S/S Michael (Mike) & Mary A Gibson

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117939

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117826

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Michael Bruce** **DeLapp**

Account Name: Michael Bruce DeLapp

Home:

Street:

Work:

City: Sun City

CBR: /

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 9:35 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Michael Bruce DeLapp
Date: 16 Aug 2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: EPCOR waste water consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: Epcor
Position: Con
Email:

Comments: We are retired and live on a fixed income. This sort of proposed increase to our water / waste water bill would be impossible to pay. Given the existing obvious infrastructure is years old this sort of an increase flies in the face of logic. Please do not approve this increase as it will make it impossible for us and many of our

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

neighbors to pay it. Bruce DeLapp

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117826

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117940

Date: 8/19/2014

Complaint Description: 08Q EPCOR
 08G Consolidation - Opposed

First:

Last:

Complaint By: **Michael J** **Gibson**

Account Name: Michael J Gibson

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
 SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 11:10 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name :Michael J Gibson
Date: 08/18/2014
Address: 10741 West Wedgewood Drive
Phone:
CityStateZip: Sun City
Cell:
Docket: Wastewater Rate Design Examination
Docket No: W-01303A-09-0343; SW-0303A-0-0343
Utility: EPCOR
Position: Con
Email:

Comments: Michael J Gibson, BA, RSO Mary Ann Gibson, AAS, LPN Sun City,
AZ cell /acation home (08-18-2014 To: Bob Burns
Susan Bitter Smith Gary Pierce Bob Stump Brenda Burns Re: DOCKET NO. W-01303A-09-0343; SW-0303A-0-

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

0343, Wastewater Rate Design Examination As a Sun City, AZ resident I am requesting you do not allow full consolidation of all the EPCOR wastewater districts. Based on the figures supplied by EPCOR, each Sun City wastewater user would experience a 90% rate increase if full-district consolidation was to be approved by the Commission. EPCOR noted in their ACC response they have projected additional capital improvement costs for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and choices. Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts. Respectfully yours, S/S Michael (Mike) & Mary A Gibson

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117940

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117936

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: **Michael** **Harris**

Account Name: Michael Harris

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip:

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION IN FAVOR*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 11:26 AM
To: Util-PublicComment
Subject: Public Comment

Name: Michael Harris
Date: 8/18/2014
Address:
Phone:
CityStateZip: Buckeye, AZ
Cell:
Docket: SW-01303A-09-0343
Docket No:
Utility: Epcor Water Arizona Inc.
Position: Pro
Email:

Comments: Respectfully urge the Commissioners of the Arizona Corporation Commission (ACC) to vote for full consolidation of the wastewater districts under EPCOR management in the Phoenix metro area to include: Agua Fria, Anthem, Sun City, and Sun City West. In support of this decision, I urge you to consider the following: Verrado and other Agua Fria ratepayers are unduly impacted by the current reconsolidated structure, paying

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

over 400% of normal rates for Metro Phoenix. That deconsolidated rates are negatively impacting the financial health of each affected ratepayer. That deconsolidated rates are negatively impacting the growth and development of our community. That everyone benefits from the growth and development of greater Phoenix, and that fully consolidated cost-sharing, where feasible, is fair and reasonable. That a simplified rate structure with full consolidation works to the long-term advantage of all ratepayers, regardless of district. Costs of future repairs, upgrades, maintenance, and growth will be distributed across a much larger ratepayer group with full consolidation, reducing the impact to any single ratepayer.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117936

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117833

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: **Michelle**

Harris

Account Name: Michelle Harris

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION IN FAVOR*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 10:51 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Michelle Harris
Date: 8/16/2014
Address:
Phone:
CityStateZip: Buckeye, Az,
Cell:
Docket:
Docket No: SW-01303A-09-0343
Utility: EPCOR Water Arizona
Position: Pro
Email:

Comments: Respectfully urge the Commissioners of the Arizona Corporation Commission (ACC) to vote for full consolidation of the wastewater districts under EPCOR management in the Phoenix metro area to include: Agua Fria, Anthem, Sun City, and Sun City West. In support of this decision, I urge you to consider the following:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Verrado and other Agua Fria ratepayers are unduly impacted by the current deconsolidated structure, paying 300% of normal rates for Metro Phoenix. That deconsolidated rates are negatively impacting the financial health of each affected ratepayer. That deconsolidated rates are negatively impacting the growth and development of our community. That everyone benefits from the growth and development of greater Phoenix, and that fully consolidated cost-sharing, where feasible, is fair and reasonable. That a simplified rate structure with full consolidation works to the long-term advantage of all ratepayers, regardless of district. Costs of future repairs, upgrades, maintenance, and growth will be distributed across a much larger ratepayer group with full consolidation, reducing the impact to any single ratepayer. Michelle Harris

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117833

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117805

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Morris**

Sahrahge

Account Name: Morris Sahrahge

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Friday, August 15, 2014 9:55 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Morris Sahrahge
Date: 08/15/2014
Address:
Phone:
CityStateZip: Sun City AZ
Cell:
Docket:
Docket No: sw013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: Consolidation of waste water is expected to raise rates by 85%. This is unacceptable. Best
Regards, Morris Sahrhage

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117805

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117824

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: Patricia Clark

Account Name: Patricia Clark

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION IN FAVOR*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 9:30 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Patricia Clark
Date: 8/16/14
Address:
Phone:
CityStateZip: Sun City AZ
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Email:

Comments: I support full waste water consolidation. I believe we should be doing everything possible to conserve and reclaim our precious water in order to ensure future quality and adequate supply.

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117824

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117832

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Patrick and Juanita Hodge

Account Name: Patrick and Juanita Hodge

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 10:44 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Patrick and Juanita Hodge
Date: 08-16-2014
Address:
Phone:
CityStateZip: Sun City
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: I am opposed to this consolidation for reason of increased cost to me.
End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117832

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117901

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Penina**

Spinka

Account Name: Penina Spinka

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Sunday, August 17, 2014 10:42 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Penina Spinka
Date: August 17, 2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: EPCOR Waste Water Consolidation
DocketNo: W-013031-9-0343 and SW-013031-0--343
Utility: EPCOR Water
Position: Con
Email:

Comments: Dear Commissioners: I'm a resident of Sun City. Many of us here are retired and on fixed incomes. We heard your representative here and told him then that we do not want to consolidate with other towns. We should not have to do that. If EPCOR spent too much to acquire other water management and delivery

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

companies in other districts, that is not our fault and we should not have to pay to correct your mistake. I hope you will vote for fairness to the residents of Sun City and Youngtown. We will pay for our own, but not others. Do not increase our payments. Sincerely, Penina Spinka

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117901

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117912

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Ray L**

Stephens

Account Name: Ray L Stephens

Home

Street:

Work:

City: Sun City

CBR:

State: AZ Zip

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 10:18 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Ray L Stephens
Date: 8-18-2014
Address:
Phone:
CityStateZip: Sun City,AZ.
Cell:
Docket: EPCOR WASTE WATER CONSOLIDATION
Docket No: see below
Utility: EPCOR
Position: Con
Email:

Comments: Docket number:w-013031-09-0343 and sw-013031-09-0343 I oppose full waste water consolidation.
End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117912

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: . . .

Fax: . . .

Priority: Respond Within Five Days

Opinion No. 2014 - 117965

Date: 8/19/2014

Complaint Description: 08Q EPCOR
 08G Consolidation - Opposed

First:

Last:

Complaint By: **Rea** **Nuppenau**

Account Name: Rea Nuppenau

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
 SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 2:05 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Rea Nuppenau
Date: Aug 18, 2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: DOCKET NO. W-01303A-09-0343; SW-0303A-0-0343
DocketNo:
Utility:Waste water
Position: Con
Email:

Comments: To: Bob Burns Susan Bitter Smith Gary Pierce Bob Stump Brenda Burns From: Rea Nuppenau, Sun City Resident Re: DOCKET NO. W-01303A-09-0343; SW-0303A-0-0343, Wastewater Rate Design Examination
As a Sun City, AZ resident I am requesting you do not allow full consolidation of all the EPCOR wastewater

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

districts. Based on the figures supplied by EPCOR, each Sun City wastewater user would experience a 90% rate increase if full-district consolidation was to be approved by the Commission. EPCOR noted in their ACC response they have projected additional capital improvement costs for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and choices. Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts. Respectfully yours,
Rea Nuppenau

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117965

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: \

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117910

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By:

R.E.

Bondon

Account Name:

R.E. Bondon

Home:

Street:

Work:

City:

Sun City

CBR:

State:

AZ Zip:

is: E-Mail

Utility Company. EPCOR Sewer *AAWC

Division:

sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 10:00 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: R.E. Bondon
Date: August 18, 2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:none
Docket: W-013031-09-0343 SW-013031-09-0343
Docket No: W-013031-09-0343
Utility: EPCOR Water Company
Email:

Comments: I oppose full wastewater consolidation.
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117910

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117825

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Rebecca**

Lee

Account Name: Rebecca Lee

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 9:31 AM
To: Util-PublicComment
Subject: Public Comment

Name: Rebecca Lee
Date: 8/16/2014
Address:
Phone: {
CityStateZip: Sun City, AZ
Cell:
Docket: W-013031-09-0343 and SW-013031-09-0343
Docket No:
Utility: EPCOR
Position: Other
Email:

Comments: Though I agree that changes need to be made, It would be better for citizens of Sun City to have a gradual increase, perhaps 30% rather than an 89% increase in our waste water rates.

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117825

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: . . .

Fax: . . .

Priority: Respond Within Five Days

Opinion No. 2014 - 117807

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Richard**

De Lillo

Account Name: Richard De Lillo

Home: .

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 7:29 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Richard De Lillo
Date: 8/1//2014
Address:
Phone:
CityStateZip: Sun City, Az
Cell:
Docket: W-013031-09-0343 and SW-013031-09-0343
Docket No:
Utility: Encor
Position: Con
Email:

Comments: Most people in Sun City are on fixed income and can not absorb an 89% increase.
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117807

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117883

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By:

Rita

Tillery

Account Name:

Rita Tillery

Home:

Street:

Work:

City:

Sun City

CBR

State:

AZ Zip: --

is: E-Mail

Utility Company. EPCOR Sewer *AAWC

Division:

sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 6:26 PM
To: Util-PublicComment
Cc: :
Subject: Public Comment

Name: Rita Tillery

Date: 8/16/14

Address:

Phone:

CityStateZip:

Cell:

Docket: EPCOR Waste Water Consolidation

Docket No: SW-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: I oppose Full Consolidation of Waste Water under any circumstances. I ask that you do not allow this to happen in Sun City. Our residents live on fixed incomes and many are just able to live now, this increase

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

is simply not possible for most of us. Thank you for considering my request.

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117883

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117889

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Robert** **Cottrell**

Account Name: Robert Cottrell

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:
From: Util-PublicComment
Sent: Saturday, August 16, 2014 9:39 PM
To: Util-PublicComment
Cc: I
Subject: Public Comment

Name: Robert cottrell
Date: 8/17/2014
Address:
Phone:
CityStateZip: Sun city az
Cell:None
Docket: Oppose full waste water consolidation
Docket No: W013031-09-0343
Utility: epcor
Position: Con
Email:

Comments: The increase being tossed about is way out line most of residents including my self are on fixed incomes where to think we can afford such a n increase every thing is going up except our S S and pensions
End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117889

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117933

Date: 8/19/2014

Complaint Description: 08Q EPCOR
 08G Consolidation - Opposed

First:

Last:

Complaint By: **Robert**

Danneman

Account Name: Robert Danneman

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
 SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 11:42 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Robert Danneman

Date: 8/18/2014

Address:

Phone:

CityStateZip: Sun City Az.

Cell:

Docket: Wastewater Rate Design Examination; Consolidation/De-Consolidation

Docket No: W-01303A-09-0343; SW-0303A-0-0343

Utility: Epcor Water

Position: Con

Email:

Comments: Bob Burns Susan Bitter Smith Gary Pierce Bob Stump Brenda Burns From: Sun City Resident Re: DOCKET NO. W-01303A-09-0343; SW-0303A-0-0343, Wastewater Rate Design Examination As a Sun City, AZ resident I am requesting you do not allow full consolidation of all the EPCOR wastewater districts. Based on the

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

figures supplied by EPCOR, each Sun City wastewater user would experience a 90% rate increase if full-district consolidation was to be approved by the Commission. EPCOR noted in their ACC response they have projected additional capital improvement costs for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and choices. Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts. Respectfully yours, Robert Danneman
SCHOA will continue to keep the community informed!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117933

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117971

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Robert J

DeYoung

Account Name: Robert J DeYoung

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 2:40 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Robert J DeYoung

Date: 08/18/2014

Address: /e

Phone:

CityStateZip: Sun City, AZ,

Cell:

Docket: Epcor Wastewater Consolidation

Docket No: W-013031-09-0343,SW-013031-09-0343

Utility: Epcor

Position: Con

Email:

Comments: I fully oppose the full wastewater consolidation. Thank you for your consideration and please vote against such.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117971

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117785

Date: 8/18/2014

Complaint Description: 08Q EPCOR
 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Roger** **Brown**

Account Name: Roger Brown

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
 SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Friday, August 15, 2014 4:11 PM
To: Util-PublicComment
Cc: ,
Subject: Public Comment
Name:: Roger Brown
Date: 08/15/2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: EPCOR Waste Water Consolidation
DocketNo: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: Let me make this very Clear NO I DO NOT WANT TO HAVE TO PAY FOR SOMEONE else's SCREW-UPS. I can not afford, as we are on limited incomes, to pay an extra 89% of money I don't have. If they, surrounding communities, can't take care of them selves, TO BAD. We seam to take care of our own so let them work it out. WE CAN'T AFFOR IT.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/18/2014

Opinion No. 2014 - 117785

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117959

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Russ**

Roach

Account Name: Russ Roach

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 1:38 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Russ Roach
Date: 08/18/2014
Address:
Phone:
CityStateZip: Sun City
Cell:
Docket: Wastewater Rate Design Examination
Docket No: W-01303A-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: To: Bob Burns Susan Bitter Smith Gary Pierce Bob Stump Brenda Burns From: Sun City Resident
Re: DOCKET NO. W-01303A-09-0343; SW-0303A-0-0343, Wastewater Rate Design Examination As a Sun City,

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

AZ resident I am requesting you do not allow full consolidation of all the EPCOR wastewater districts. Based on the figures supplied by EPCOR, each Sun City wastewater user would experience a 90% rate increase if full-district consolidation was to be approved by the Commission. EPCOR noted in their ACC response they have projected additional capital improvement costs for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and choices. Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts. Respectfully yours, Russ and Kharis Roach
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117959

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117811

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Sandra**

Faust

Account Name: Sandra Faust

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 8:07 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Sandra Faust
Date: 08/16/2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: I OPPOSE FULL WASTE WATER CONSOLIDATION
End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117811

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117794

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Stehpen** **Fitzgerald**

Account Name: Stehpen Fitzgerald

Home:

Street:

Work:

City: Sun City

CBR: :

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Friday, August 15, 2014 4:31 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Stehpen Fitzgerald
Date: 8-15-14

Address:

Phone:

CityStateZip: Sun City

Cell:

Docket: EPCOR Waste Water Consolidation Utility Name: EPCOR Docket Numbers : W-013031-09-0343 and SW-013031-09-0343

DocketNo:

Utility: EPCOR

Email:

Comments: I am unalterably opposed to a rate increase proposed by EPCOR. It is an exorbitant 89% increase that would constitute true hardships on us "senior retired" persons on tight, fixed budgets.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117794

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117872

Date: 8/19/2014

Complaint Description: 08Q EPCOR
 08G Consolidation - Opposed

First:

Last:

Complaint By: **Stewart Jay** **Romain**

Account Name: Stewart Jay Romain

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
 SW-01303A-09-0343

8/18/2014 - Email Received:
From: Util-PublicComment
Sent: Saturday, August 16, 2014 2:42 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Stewart Jay Romain
Date: 8/16/2014
Address:
Phone:
CityStateZip: Sun City
Cell:
Docket: Epcor Waste Water Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: Dear Commissioners, My wife and I are new residents in Sun City. Before we finalized our plans to retire in Sun City, and knowing that we would be on a fixed income, we did our best to investigate what the actual cost of living is here in this area. We investigated the cost of the utilities which included the costs of Southwest

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Gas, of Arizona Public Service (APS) Electric, and of course Epcor Water, along with other factors such as housing, food, and entertainment. Our investigations found that we would be able to afford retirement in the Sun City area. Now, because of some ill-advised purchases of some other water districts, such as Anthem and other areas, Epcor Water is proposing the consolidation of its waste water rates across all of its Arizona districts. As I understand it, this could mean an 89% rate increase. This would cause an unjust burden on my fixed income budget. I understand that in 2010, you may recall, Epcor's predecessor, American Water, also requested this same consolidation and it was voted down. The residents of Sun City were opposed to this consolidation at that time. We are still opposed to this consolidation proposal! Most of us are on a fixed income. We can't afford to subsidize other areas of Epcor's water districts, and we shouldn't have to. Just like my family did our investigations, Epcor Water should have known what they bought when they purchased it and how much each area would cost to provide them with a reasonable profit. If they didn't, shame on them! We shouldn't be made to pay for their mistake. We don't ask other areas to pay for us and we don't want to pay for them. Let Epcor absorb the loss for their failure to do proper investigation before they bought these other water districts. Its not right to make Sun City, or Youngtown or any other district make up for their failure! I hope you will vote AGAINST this consolidation! Thank you, Stewart Romain, Sun City

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117872

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117973

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Thomas L. Allen**

Account Name: Thomas L. Allen

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 3:25 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Thomas L. Allen

Date: 8-18-2014

Address:

Phone:

CityStateZip: Sun City, AZ

Cell:

Docket: Wastewater Rate Design Examination; Consolidation/ De-Consolidation

Docket No: W-01303A-09-0343; SW-0303A-0-0343

Utility: EPCOR

Email:

Comments: To: Bob Burns Susan Bitter Smith Gary Pierce Bob Stump Brenda Burns From: Sun City Resident
Re: DOCKET NO. W-01303A-09-0343; SW-0303A-0-0343, Wastewater Rate Design Examination As a Sun City,
AZ resident I am requesting you do not allow full consolidation of all the EPCOR wastewater districts. Based on
the figures supplied by EPCOR, each Sun City wastewater user would experience a 90% rate increase if full-

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

district consolidation was to be approved by the Commission. EPCOR noted in their ACC response they have projected additional capital improvement costs for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and choices. Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts. Respectfully yours, Thomas & Carol Allen
End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117973

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117857

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Thomas**

Unknown

Account Name: Thomas Unkown

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 12:48 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Thomas
Date: 8/16/14
Address:
Phone:
CityStateZip: Sun City, Az
Cell:
Docket: waste water consolidation
Docket No:
Utility: epcor water
Position: Con
Email:

Comments :no consolidation of waste water
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117857

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117820

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Tia

Marquis

Account Name:

Tia Marquis

Home:

Street:

Work:

City:

Bellemont

CBR:

State:

AZ Zip:

is: E-Mail

Utility Company.

EPCOR Sewer *AAWC

Division:

sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 8:49 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Tia Marquis
Date: 08/16/2014
Address:
Phone:
CityStateZip: Bellemont, Arizona
Cell:
Docket:
Docket No: WS-04235A-13-0331
Utility: Utility Source, L.L.C.
Position: Con
Email:

Comments: My family and I reside in Bellemont and want it to be known that we OPPOSE the proposed increase in our water rates.
End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117820

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117877

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Tim and Janine** **Miller**

Account Name: Tim and Janine Miller

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 4:27 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: tim and janine millette
Date: 8 17 14
Address: sun city, az.,
Phone:
CityStateZip: epcor water
Cell:
Docket: epcor
Docket No:
Utility: epcor
Position: Con
Email:

Comments: if they bring those kind of rates into sun city, a lot of will have to move back with our families.
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117877

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117963

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Valerie**

Backus

Account Name: Valerie Backus

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: ---

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 2:00 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Valerie Backus
Date: 081814
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: waste Water Commission
Docket No: 0130310900343
Utility:Water
Position: Con
Email:

Comments :Doubling the cost of water will cause hardship for senior citizens like me.
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117963

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117860

Date: 8/19/2014

Complaint Description: 08Q EPCOR
 08G Consolidation - Opposed

First:

Last:

Complaint By: **Vianna**

Fieser

Account Name: Vianna Fieser

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
 SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 1:28 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Vianna Fieser
Date: Aug 16, 2014
Address:
Phone:
CityStateZip: Sun City
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: I OPPOSE FULL WASTE WATER CONSOLIDATION. I am a retiree, living on limited retirement funds in Sun City. Raising the waste water fees to 89% would mean that I will most likely need to go on welfare,

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

which is something I am trying not to do. We have rock yards, use little waste water from toilets/laundry as we are more "seasoned" citizens and use less, in Sun City. I exercise my right to vote and am expecting the Commission to keep this in mind when they review this Docket. Thank you for allowing me to comment on this subject.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117860

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117926

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Vicki

Frye

Account Name: Vicki Frye

Home:

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3109

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 12:13 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Vicki Frye
Date: 08/18/2014
Address:
Phone:
CityStateZip: Sun City West, AZ
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: As a Sun City West, AZ resident I am requesting you do not allow full consolidation of all the EPCOR wastewater districts. Based on the figures supplied by EPCOR, each Sun City wastewater user would experience a 90% rate increase if full-district consolidation was to be approved by the Commission. EPCOR

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

noted in their ACC response they have projected additional capital improvement costs for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and choices. Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts. Respectfully yours, Vicki Frye

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117926

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117814

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **W. Greg** **Eisert**

Account Name: Sun City Homeowners Association

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 8:29 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: W. Greg Eisert Sun City Homeowners Association
Date: 8/16/2014
Address:
Phone:
CityStateZip: Sun City, Arizona,
Cell:
Docket: Wastewater District Consolidation & Rate Reconsideration
DocketNo: SW-0202A-09-0343;W-01303A-090343
Utility: EPCOR
Position: Con
Email:

Comments: Sun City Home Owners Association - Position Due to receiving numerous Agua Fria District Customer complaints, the ACC has directed EPCOR to make a filing that responds to the Customers' issues including discussion of various rate design options to address those concerns. Upon review of the recent Agua

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Fria District Customer Complaints submitted to the ACC relating to their "Waste Water" concerns, it is clear they set the parameters pertaining to cost, consolidation and deconsolidation of the areas and municipalities directly impacted. The complaints and remedies noted did not mention consolidation of all EPCOR customers system wide. From a Sun City perspective, we agree with previous ACC determinations that it would not be in the public's best interest to implement a full EPCOR system consolidation. Over time the cost causers were expanded due to the dramatic expansion of the NW Valley. Sun City was built out in the mid - eighties while other independent communities and municipalities continued their development growth. A number of communities were developed without a viable long-term plan; as a result overburdening future owners with exorbitantly high rate structures. To now demand the Sun City Retirement Community bail out these other areas for poor choices is unreasonable. If it wasn't in the public's best interest to fully consolidate two years ago, it certainly isn't prudent today. We urge the ACC to remove such a move from consideration.

Additional Comments Received from Consumer via Email:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 8:48 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: W. Greg Eisert Sun City Home Owners Association
Date: 8/16/2014
Address:
Phone:
CityStateZip: Sun City, Arizona,
Cell:
Docket: Wastewater Rate Design Examination
Docket No: SW-01303A-09-0343; W-01303A-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: Wastewater Rate Design Examination; Consolidation Upon review of EPCOR's analysis and answer to the ACC request pertaining to wastewater ratings. SCHOA disagrees with EPCOR's recommendation to consolidate all of their wastewater districts. The EPCOR Exhibit of wastewater residential bill comparison shows eight (8) cities, (Sun City, Agua Fria, Anthem not included), with projected increases from 5% to 243%,; one city, no increase and two cities with reductions of 44% & 55% given full district consolidation. Not included are Sun City +89%, Anthem +2% and Agua Fria -54%. ? Phoenix +28% Scottsdale +80% ? Peoria +51% Glendale 00 ? Tolleson +243% Sun City +89% (not listed) ? Agua Fria -54% (not listed) Anthem + 2% (not listed) ? Goodyear - 44% (within city)Goodyear -55% outside city) ? Buckeye +5% Surprise +38% Based on the figures supplied by EPCOR above, each Sun City wastewater user would experience an 89% rate increase if full district consolidation was to be approved by the Commission. EPCOR noted in their ACC response that they have projected additional capital improvement costs for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot/should not be required to subsidize other districts for poor planning and choices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117814

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117852

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Walter L Christenson**

Account Name: Walter L Christenson

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 11:27 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Walter L Christenson
Date: 8/16/2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: W-013031-09-034300 SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: I believe this is an entirely bad case of consolidating districts. To increase Sun City and Youngtown rates to support districts far from here is terrible. An increase of 89% for Seniors who are living on fixed incomes is not only unconscionable but is not fair or reasonable. Please do not approve this case as it would be a great

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

hardship on all of us in the West valley.

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117852

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117850

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Wilbur

Abbott

Account Name: Wilbur Abbott

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 11:05 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Wilbur Abbott
Date: 8/16/2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: EPCOR WASTE WATER CONSOLIDATION
Docket No: W013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: I OPPOSE FULL WASTE WATER CONSOLIDATION. This would increase or rates and as retired residents we can not afford to pay any higher rates.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117850

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117828

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **William and Nicole Cornett**

Account Name: William and Nicole Cornett

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 10:03 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: William and Nicole Cornett
Date: 8/16/14
Address:
Phone:
CityStateZip: Sun City AZ
Cell:
Docket: W-01303A-10-0448
Docket No:
Utility: Epcor
Position: Other
Email:

Comments: We appreciate your consideration in this pending complaint against Epcor Water. At this time we would like to appeal to you to please provide relief for the homeowners in our area. We currently pay \$136.00 a month for 2 people no grass no pool. We were advised when we were considering purchasing our home by

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Epcor that we could change our 1 inch valve to a 1/2 inch to reduce our costs since then they have informed us this is not an option. In addition our rates have been the same from January to July which I don't understand. Our Homeowners Association fees have increased as well. The Home Owners Association is also converting some areas to desert landscapes, not maintaining grass in winter and not replanting trees due to the huge cost of water. Ultimately I think the biggest effect will be in the value of the homes since the people who are aware of the water prices in this area do not want to live here.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117828

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: /

Fax: /

Priority: Respond Within Five Days

Opinion No. 2014 - 117931

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **William E. Hardy**

Account Name: William E. Hardy

Home:

Street:

Work: /

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 12:02 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: William E. Hardy
Date: 08/18/2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: EPCOR Water Waste Consolidation
Docket No:
Utility: SW-013031-09-0343 SW-013031-09-0343
Position: Con
Email:

Comments: As senior citizens, we are on a fixed income and feel the increase in our water bill would definitely stress our budget. We feel it is unfair to increase the cost of wasrte waterparticularly in that large scale amount. Please reconsider. Bill Hardy

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117931

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117821

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **William** **Richardson**

Account Name: William Richardson

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 8:50 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: William Richardson
Date: 8/16/2014
Address:
Phone:
CityStateZip: Sun City, Az.
Cell:
Docket: EPCOR Waste Water Consolidation
Docket No: w-013031-09-0343 AND SW-013031-09-0343
Utility: EPCOR
Position: Other
Email:

Comments: This is not fair to Sun City- We have been very conservative with water for 50 years unlike some neighbors.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117821

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117830

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **William** **Rogers**

Account Name: William Rogers

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket No. W-01303A-10-0448

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Saturday, August 16, 2014 10:33 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: William Rogers
Date: 16 Aug. 14
Address:
Phone:
CityStateZip: Sun City Az
Cell:
Docket: Epcor water utility auga fria district?
Docket No: W-01303A-10-0448
Utility: Epcor water
Position: Pro
Email:

Comments: Epcor water rates have risen to some of the highest In the country . My family moved here in 2007. I can't Sell my house . The current amount I pay is around \$177 Per month , a family of four , no pool. I can not continue To pay this. This water company is ruining home values We need help now. Thank You , William Rogers
End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117830

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117899

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: William

Tutunjian

Account Name: William Tutunjian

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Sunday, August 17, 2014 9:58 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: William Tutunjian
Date: 08/17/2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:
Docket: Epcor Waste Water Consolidation
Docket No: w-013031-09-0343,sw-013031-09-0343
Utility: Epcpr
Position: Con
Email:

Comments: We in Sun City are still on a fixed income and cannot afford a large increase in the rate. Because the overall water situation is starting to come to a head in Arizona, Each area needs to stand on its own. There is

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

not enough water to populate the whole Arizona desert! Thank you, Bill Tutunjian

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117899

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117803

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **William**

Waldo

Account Name: William Waldo

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Friday, August 15, 2014 6:47 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: William Waldo

Date: 8-15-14

Address:

Phone:

CityStateZip: Sun City Az

Cell:

Docket: Waste water consolidation

Docket No: W-013031-09-0343 and SW-013031-09-0343

Utility:epcor

Position: Con

Email:

Comments: I OPPOSE FULL WASTE WATER CONSOLIDATION W-013031-09-0343 and SW-013031-09-0343
End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117803

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117797

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: William E.

Wentling

Account Name: William E. Wentling

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

8/18/2014 - Email Received:

From: Util-PublicComment
Sent: Friday, August 15, 2014 5:20 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: William E. Wentling
Date: 8/15/2014
Address:
Phone:
CityStateZip: Sun City, AZ,
Cell:
Docket: EPCOR Taste Water Consolidation
Docket No: W-013031 & SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments:Waste water expansion costs should not be borne by the senior citizen communities, whose infrastructure was paid for years ago, to enable future expansion in the West Valley. Make the developers include these costs in the prices of their new communities. Our Social Security checks can only stretch so far.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117797

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117925

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Wynona

Unknown

Account Name: Wynona

Home:

Street:

Work

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Email Received:

From: Util-PublicComment
Sent: Monday, August 18, 2014 12:16 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Wynona
Date: 08/18/2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:

Docket: Wastewater Rate Design Examination
Docket No: W-01303A-09-0343; SW-0303A-0-0343
Utility: EPCOR
Position: Con
Email:

Comments: To: Bob Burns Susan Bitter Smith Gary Pierce Bob Stump Brenda Burns From: Sun City Resident
Re: DOCKET NO. W-01303A-09-0343; SW-0303A-0-0343, Wastewater Rate Design Examination As a Sun City,
AZ resident I am requesting you do not allow full consolidation of all the EPCOR wastewater districts. Based on

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

the figures supplied by EPCOR, each Sun City wastewater user would experience a 90% rate increase if full-district consolidation was to be approved by the Commission. EPCOR noted in their ACC response they have projected additional capital improvement costs for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and choices. Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts. Respectfully yours, Wynona Zuck
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/2014 - Opinion Docketed with the Docket Control Center of the Arizona Corporation Commission. CLOSED
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117925

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2014 - 118043

Date: 8/21/2014

Complaint Description:

08Q EPCOR

08G Consolidation - Opposed

First:

Last:

Complaint By:

Daleina

Bulger

Account Name:

Daleina Bulger

Home:

Street:

Work:

City:

Buckeye

CBR:

State:

AZ

Zip:

is: E-Mail

Utility Company:

EPCOR Water *AAWC

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED

W-01303A-09-0343 and SW-01303A-09-0343

WATER-SEWER

Epcor water is taking advantage of verrado community . I have lived in sundance and in west park in buckeye which has two different water company one was city and the other one was private watering company just like Epcor is and my bill was always under 100 dollars a month . They need to take the average that the other watering companies in the average and go bass of that instead of naming there own price . \$ 300 dollars for water bill for the month is crazy and we don't have a pool and we only have a patch of grass that is watered for 5 mins a day . We have cut back on everything . It's just absolutely crazy what we are paying thank u. Daleina
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/21/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118043

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 118075

Date: 8/21/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: **Ralph**

Brown

Account Name: Ralph Brown

Home:

Street:

Work:

City: Sun City West

CBR:

State: AZ **Zip:**

is:

Utility Company: **EPCOR Water *AAWC**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NOS. W-01303A-09-0343 & SW-01303A-09-0343

From:

Sent: Wednesday, August 20, 2014 12:05 PM

To: Utilities Div - Mailbox

Subject: Support of consolidation of Epcor

I support the consolidation of the water districts of Epcor. We own a home in Corte Bella and our last bill was over \$200, we also own a rental home in Sun City and that bill was \$30. It needs to be evened out.

Thank you

Ralph Brown

Sun City West, AZ

*End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/21

Emailed to the Phoenix office for docketing.

FILE CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/21/2014

Opinion No. 2014 - 118075

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No. 2014 - 118072**

Date: 8/21/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: **First:** Linda **Last:** White

Account Name: Linda White

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip.

is:

Utility Company. EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NOS. W-01303A-09-0343 & SW-01303A-09-0343

From: Util-PublicComment
Sent: Wednesday, August 20, 2014 9:31 AM
To: Util-PublicComment
Subject: Public Comment

Name: Linda White

Date: 8/20/14

Address:

Phone

CityStateZip: Sun City, AZ

Cell:

Docket: Epcor Waste Water Consolidation

DocketNo: W-013031-09-0343 and SW-013031-09-0343

Utility: Epcor

Position: Con

Email:

Comments: I understand that the proposed consolidation will increase Sun City waste water rates by about 89%. This is an outrageous increase and should not be imposed on anyone.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/21

Emailed to the Phoenix office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118072

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 118070

Date: 8/21/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: **Lewis**

Patton

Account Name: Lewis Patton

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: **EPCOR Water *AAWC**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

From:

Sent: Wednesday, August 20, 2014 9:24 AM

DOCKET NOS. W-01303A-09-0343 & SW-01303A-09-0343

To: Util-PublicComment

Subject: Public Comment

Name: Lewis Patton

Date: August 20, 2014

Address:

Phone:

City: Sun City, AZ.

Docket: Waste Water Consolidation

DocketNo: W-1303A-09-0343;SW-0303A-0-0343

Utility: Epcor

Position: Con

Email:

Comments: As a resident of Sun City, I believe Sun City residents should pay only Sun City costs. Forcing Sun City residents to pay for other communities growth, poor planning, and lack of reserves is patently unfair. I have lived in Sun City for thirteen years and have seen my water/waste treatment bill double in that time. While as a retired person, as are almost all Sun City residents, my income has not increased. I understand that the utility operating costs and capital requirements are not fixed and have increased over that period. I believe that a doubling of costs should be more than adequate for a fixed size community like Sun City. A further doubling of costs that consolidation would reportedly cost is not reasonable and not fair.

Lewis Patton

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/21

Emailed to the Phoenix office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118070

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 118068

Date: 8/21/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: **Edith**

O' Brien

Account Name: Edith O' Brien

Home:

Street: na

Work:

City: na

CBR:

State: AZ **Zip:** 00000

is: E-Mail

Utility Company: **EPCOR Water *AAWC**

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

DOCKET NOS. W-01303A-09-0343 & SW-01303A-09-0343

From: Edith O'Brien
Sent: Wednesday, August 20, 2014 11:12 AM
To: Utilities Div - Mailbox
Subject: Consolidation

TWIMC:

My husband and I are appalled that our sister communities want us to keep paying their share of the water bills.. We have seen our water bills rise from \$36 to \$168 for a family of two. We have lived in Corte Bella almost nine years on a fixed income of less than \$30K per year and are struggling with this total unfairness and inequity, which will soon cause us to leave this area to live somewhere else...my husband is very ill and a move for him would be horrendous...is anyone there with the courage and compassion to help us seniors in our plight?

Please reply

Sincerely,

Edith Obrien
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/21

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118068

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117892

Date: 8/20/2014

Complaint Description: 08G Consolidation - Opposed
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Paul

Budnick

Account Name: Paul Budnick

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:**

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket: W-01303A-09-0343 & SW-01303A-09-0343

From: Util-PublicComment
Sent: Tuesday, August 19, 2014 4:54 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Paul budnick

Date: Aug 17/14

Address:

Phone:

CityStateZip:

Cell

Docket: W-01303A-09-0343; SW-0303A-0-0343

DocketNo: W-01303A-09-0343; SW-0303A-0-0343

Utility: EPCOR

Position: Con

Email:

Comments: Sun City residents cannot and should not be required to Subsidize other districts for poor planing.
We in sun city are all retired and are living on small Pensions we cannot afford a increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/20

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117892

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118042

Date: 8/21/2014

Complaint Description: 08Q EPCOR
 08G Consolidation - Opposed

First:

Last:

Complaint By: **Frank** **Hernandez**

Account Name: Frank Hernandez

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Water *AAWC**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED

W-01303A-09-0343 and SW-01303A-09-0343

WATER-SEWER

Commissioners, My family lives in Buckeye in a community called Verrado which is serviced by Epcor for it's water and wastewater needs. The rates charged by Epcor are impacting the quality of life of my family and Community. They have risen exponentially over the last three years and are now the highest of any city in Maricopa county. This increase is a direct result of a decision the ACC made late in 2009. This decision benefited a few at the expense of the many. I believe it was an error in judgement by the ACC. This error has resulted in thousands of citizens voicing their concerns by filing ACC complaints and igniting a public outcry for relief. After reading ACC staff's recommendations I request the ACC give serious consideration to: 1. The reopening of the prior ACC decision pursuant to A.R.S. 40-252. 2. That Epcor be directed to submit studies on both water AND wastewater before a final ACC decision is made. 3. That Epcor be directed to study the sale of its water and wastewater district/infrastructure within Buckeye to the City of Buckeye. 4. In the alternative that Epcor be directed to consolidate all its districts including that of Anthem. 5. That Epcor burden all the costs for these studies and not be allowed to pass these on to its present and future users. Respectfully Submitted

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

8/21/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118042

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118047

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117892

Date: 8/20/2014

Complaint Description: 08Q EPCOR
 08G Consolidation - Opposed

First:

Last:

Complaint By: Paul Budnick

Account Name: Paul Budnick

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket: W-01303A-09-0343 & SW-01303A-09-0343

From: Util-PublicComment
Sent: Tuesday, August 19, 2014 4:54 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Paul budnick

Date: Aug 17/14

Address:

Phone:

CityStateZip:

Cell:

Docket: W-01303A-09-0343;SW-0303A-0-0343

DocketNo: W-01303A-09-0343;SW-0303A-0-0343

Utility: EPCOR

Position: Con

Email:

Comments: Sun City residents cannot and should not be required to subsidize other districts for poor planning. We in Sun City are all retired and are living on small pensions; we cannot afford an increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/20

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117892

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118044

Date: 8/21/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: **Judy**

Klimek

Account Name: Judy Klimek

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Water *AAWC**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

IN FAVOR

W-01303A-09-0343 and SW-01303A-09-0343

WATER-SEWER

I am in favor of the consolidation plan that EPCOR is recommending that would affect the residence of Verrado. We are paying way to much for our water compared to many other communities in the Phoenix area. Our rates are so high that people are actually moving out of the area, this is not good for growth in the City of Buckeye. An EPCOR representative said in a town meeting last week that the waster water is used to water the Verrado golf course.... Why don't we get a break on the money that Verrado is saving by using the our waste water? The rates that EPCOR is charging the Verrado residence is obscene. We can't continue to pay these rates that we have now only to see future increases. Please help us.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/21/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118044

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 118048

Date: 8/21/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: **Lorena**

McFarland

Account Name: Lorena McFarland

Home:

Street: na

Work:

City: Corte Bella

CBR:

State: AZ Zip: 00000

is: E-Mail

Utility Company. **EPCOR Water *AAWC**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

From: Lorena

Sent: Wednesday, August 20, 2014 9:05 AM

To: Utilities Div - Mailbox

Subject: Water rates

We live in Corte Bella and our water rates have tripled since we moved in, in 2005. It is a killer for us. We believe consolidation of all districts sharing the costs is the only fair way to handle this situation. PLEASE HELP US. Bob & Lorena McFarland Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/21

Emailed to the Phoenix office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118048

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No. 2014 - 117915**

Date: 8/20/2014

Complaint Description: 08H Consolidation - In Favor
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Mary** **Keyes**

Account Name: Mary Keyes

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip:

is:

Utility Company. **EPCOR Water *AAWC**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. SW-01303A-09-0343 & W-01303A-09-0343

From: Util-PublicComment
Sent: Tuesday, August 19, 2014 8:28 PM
To: Util-PublicComment
Subject: Public Comment

Name: Mary Keyes
Date: 8/19/2014
Address
Phone
CityStateZip: Buckeye, AZ
Cell:

Docket: Full Consolidation of Wastewater Districts
DocketNo: SW-01303A-09-0343
Utility: Epcor Water Arizona Inc.
Position: Pro
Email:

Comments: I Respectfully urge the Commissioners of the Arizona Corporation Commission (ACC) to vote for full consolidation of the wastewater districts under EPCOR management in the Phoenix metro area to include: Agua Fria, Anthem, Sun City, and Sun City West. In support of this decision, I urge you to consider the following: Verrado and other Agua Fria ratepayers are unduly impacted by the current reconsolidated structure, paying 300% of normal rates for Metro Phoenix. That deconsolidated rates are negatively impacting the financial health of each affected ratepayer. That deconsolidated rates are negatively impacting the growth and development of our community. That everyone benefits from the growth and development of greater Phoenix, and that fully consolidated cost-sharing, where feasible, is fair and reasonable. That a simplified rate structure with full consolidation works to the long-term advantage of all ratepayers, regardless of district. Costs of future repairs,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

upgrades, maintenance, and growth will be distributed across a much larger ratepayer group with full consolidation, reducing the impact to any single ratepayer.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

8/20

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117915

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 118037

Date: 8/21/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: **Linda & David**

Wright

Account Name: Linda & David Wright

Home:

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: **EPCOR Water *AAWC**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

From: Trgibe
Sent: Wednesday, August 20, 2014 8:00 AM
To: Utilities Div - Mailbox
Cc: Trgibe
Subject: Agua Fria Waste Water charges and possible consolidation of EPCOR districts

Dear ACC:

Please accept my letter of support for the consolidation of EPCOR wastewater districts In regards to the pending case before your commission, docket number. 09-0343.

I'm a resident of Corte Bella and therefore am subjected to the unacceptable waste water charges for the Agua Fria water district under EPCOR 's current charge schedule. I'm a careful and responsible water customer but nothing I do to reduce my water usage and all my efforts to conserve water do not allow me to save on waste water charges that are out of acceptable range.

It is my strong opinion that rates for waste water within all districts should be equitable and standard. Please note that in the interest of fairness, all EPCOR customers should fairly shoulder the costs of infrastructure investment and development as well as daily operating costs. Please carefully consider the long range effects of unfair rate structure.

Thank you for your attention to this matter. My husband and I will carefully watch the decisions of the ACC for docket number 09-0343 and we anticipate your favorable decision on the consolidation of all EPCOR water districts.

Sincerely,
Linda and David Wright
Corte Bella Residents

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sun City West, AZ

Phone

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/21

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118037

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 118051

Date: 8/21/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: **Russell**

Siemantel

Account Name: Russell Siemantel

Home:

Street: na

Work:

City: Sun City West

CBR:

State: AZ **Zip:**

is: E-Mail

Utility Company: **EPCOR Water *AAWC**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

From: Russell Siemantel *

Sent: Wednesday, August 20, 2014 9:18 AM

To: Utilities Div - Mailbox

Subject: EPCOR Water Bills are double from what I paid 4 years ago.

I have a 1650 sf home with only my wife and I living here. Please see attached bill, my water bill has almost doubled from their excessive sewer fees. Please consolidate the water district!
Why should I have to pay 60% more than my neighbors in Sun City West?

--

Russ Siemantel

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/21

Emailed to the Phoenix office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/21/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118051

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion **No. 2014 - 118058**

Date: 8/21/2014

Complaint Description: 08Q EPCOR
 N/A Not Applicable

First:

Last:

Complaint By: **Steve**

DeBoer

Account Name: Steve DeBoer

Home:

Street: na

Work:

City: Sun City West

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: **EPCOR Water *AAWC**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343

From: Steve DeBoer
Sent: Wednesday, August 20, 2014 9:28 AM
To: Utilities Div - Mailbox
Subject: Docket number: 09-0343

Subject: Docket number is 09-0343.

I know you will be receiving many comments regarding this issue and would like to add my thoughts to the discussion.

The ACC has a responsibility to assure all Arizona residents are treated fairly and equally. The previous decision to allow Anthem to deconsolidate from the Agua Fria water district did a disservice to the residents that remain in the district.

I realize there will be objections regarding the consolidation of the various water districts managed by EPCOR Water Arizona; however it is unfair for our and the other remaining Agua Fria communities to carry the cost of EPCOR capital investments which we do not use. Why should we pay for them while other communities which are EPCOR customers are excluded from carrying that burden. EPCOR is one company and as such should spread its investment and operating costs equally among all its customers.

Sincerely,

Steve DeBoer
Sun City West, AZ
End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/21

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118058

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2014 - 118059

Date: 8/21/2014

Complaint Description:

08Q EPCOR

N/A Not Applicable

First:

Last:

Complaint By:

John & Barb

Wilson

Account Name:

John & Barb Wilson

Home:

Street:

Work:

City:

Sun City West

CBR: :

State:

AZ Zip:

is: E-Mail

Utility Company:

EPCOR Water *AAWC

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NOS. W-01303A-09-0343 & SW-01303A-09-0343

From: John & Barb Wilson

Sent: Wednesday, August 20, 2014 9:31 AM

To: Utilities Div - Mailbox

Subject: EPCOR - Consolidation of Water Districts - Docket # 09-0343

I am writing in support of consolidation of EPCOR's water districts to allow fair and equal rates for all housing areas which EPCOR services. My last monthly water/sewer bill was just over \$161, the highest I have ever received. My water/sewer use remains constant, but the rates keep rising. In contrast, my electricity bill has remained constant for the last 5 years at \$159 monthly. Over the last few years EPCOR's rates have inched up and now have finally exceeded what I pay for electricity. And I use electricity! I cool my house (2,000 square feet) to 73-74 degrees during the summer and I keep my detached casita (another 300 square feet) at 85 degrees when not occupied, 75 when a guest is visiting) - and yet I still pay less for electricity than water. I use electricity on and off peak without regard to rate differentials, and, obviously, I keep my home much cooler than many and it's the cheapest electricity I have ever encountered - and EPCOR's rates for water/sewer are the highest - you might even use the words "obscene" and "gouging" to describe their rates for residents of Corte Bella.

My wife and I are on fixed incomes and I am a disabled Vietnam veteran. To continue to allow EPCOR to run roughshod over the Corte Bella community with exorbitant rates is irresponsible and has been - and will continue to be - a detrimental factor for people considering Corte Bella as a desirable place to purchase a home. I know the water/sewer rates have been a factor for some to move out of this beautiful community, so here can be no doubt that it is a major factor considered when a decision to buy a home here is to be made.

I encourage you to do the fair and honest thing: consolidate EPCOR's water districts.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you.

Sincerely,

John & Barbara Wilson

Sun City West, AZ

Email: '

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/21

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118059

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No. 2014 - 118060**

Date: 8/21/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: **Ed & Jane**

Purfield

Account Name: Ed & Jane Purfield

Home:

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip:

is:

Utility Company. **EPCOR Water *AAWC**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NOS. W-01303A-09-0343 & SW-01303A-09-0343

From: Ed and Jane Purfield
Sent: Wednesday, August 20, 2014 9:38 AM
To: Utilities Div - Mailbox
Subject: Docket 09-0343

I strongly request the the commission vote for full consolidation of the districts in question.

Water is a public utility just as electricity and gas and there is no reason for rates to be so scattered and unfair. It does not matter if there is a private company providing the service or a public utility, equity and fairness is the appropriate thing.

Thank you.

Edward and Jane Purfield

Sun City West, AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/21

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/21/2014

Opinion No. 2014 - 118060

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 118065

Date: 8/21/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: **Shirley**

Herring

Account Name: Shirley Herring

Home: (000) 000-0000

Street: na

Work:

City: na

CBR:

State: AZ **Zip:** 00000

is: E-Mail

Utility Company. **EPCOR Water *AAWC**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NOS. W-01303A-09-0343 & SW-01303A-09-0343

From: Shirley Herring
Sent: Wednesday, August 20, 2014 10:55 AM
To: Utilities Div - Mailbox
Subject: Epcor Rates Docket #09-0343

It is of best interest for our Corte Bella community to consolidate Epcor water districts. We moved here from the Phoenix Utility district in January, 2006. We certainly did not expect our water and wastewater monthly charge to escalate as it has. Our July total due was \$169.59 and again in August it is \$166.90. This is insane. While budgeting to live here, we had no idea our water bill would be 7% of our monthly social security income! This charge spreads income to expense mighty thin. We plead with you to look at the interest of the residents here and recommend consolidation. Thank you.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/21
Emailed to the Phoenix office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 8/21/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118065

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No. 2014 - 118063**

Date: 8/21/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: **Charles & Sandra** **Green**

Account Name: Charles & Sandra Green

Home: (000) 000-0000

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Water *AAWC**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NOS. W-01303A-09-0343 & SW-01303A-09-0343

From: Sandra Green

Sent: Wednesday, August 20, 2014 12:57 PM

To: Utilities Div - Mailbox

Subject: Docket number 09-0343

To The ACC,

I would highly support the concept proposed by EPCOR for consolidation of its water districts. It is in the best interest of the Corte Bella community for full consolidation so that there is an equitable sharing of required costs across Sun City, Sun City West, and Corte Bella. It no longer makes sense to have extreme water rates that are either too low or too high. Full consolidation serves the interests of the broader community needs.

Sincerely,

Charles and Sandra Green

Sun City West, AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/21

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118063

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118064

Date: 8/21/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By:

Gwen

Jensen

Account Name:

Gwen Jensen

Home:

Street:

Work: (000) 000-0000

City:

Sun City

CBR:

State:

AZ Zip:

is: Home

Utility Company. EPCOR Water *AAWC

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED

W-01303A-09-0343 and SW-01303A-09-0343

WATER-SEWER

I sincerely oppose this increase! I live on a fixed income.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/21/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118064

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 118101

Date: 8/21/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: **Richard**

Frechette

Account Name: Richard Frechette

Home: (000) 000-0000

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip:

is:

Utility Company: **EPCOR Water *AAWC**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NOS. W-01303A-09-0343 & SW-01303A-09-0343

From: Richard Frechette
Sent: Wednesday, August 20, 2014 12:54 PM
To: Utilities Div - Mailbox
Subject: Docket #09-0343

I am writing this to you out of frustration, anger and confusion. For several years now we in Corte Bella have been complaining about our skyrocketing water bills but it seems at times that we are speaking upon deaf ears. I first moved to Corte Bella in 2003. Our total water/waste water bills at that time were about \$45.00 a month. Yesterday I received my bill which was \$196.24, \$106.45 was the wastewater portion. This bill is highest water bill I have ever received in my lifetime and we are told that Epcor is due for another increase in a few months. Corte Bella is a small retirement community of 1600 homes. We have a mailing address in Sun City West and of course use the Sun City West Post Office, that is about the only thing that connects us with Sun City West since we seem to be treated like the "Ill-legitimate" child of Del Webb/Pulte Homes. I heard and read about the residents in both Sun City and the "Other Sun City West" who are complaining about a miniscule water/waste water increase if a consolidation occurs since they are "older" ! Well, who do they think resides in Corte Bella ? I will be 79 yrs. Of age next week, why should we have to pay 5, 6, or 7 times more for water/waste water than they do ? I always thought that all residents in Sun City West would be treated equally but I have found that to be incorrect. The only decision that will allow us and others to continue to reside in Corte Bell is if AZCC consolidates all of our districts. We as homeowners can no longer afford to pay these outrageous rates that continue to increase, it is also having a very negative impact on the sale of our homes. The AZCC hopefully will look at the big picture and realize that long term benefit for all consumers is to consolidate. I plead that you will level the playing field and do the right thing for all the districts and allow us to enjoy our golden years that we worked so hard for. Respectfully, Richard A. Frechette, Sun City West, Az.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/21

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118101

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118015

Date: 8/20/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Danielle**

Wiley

Account Name: :Danielle Wiley

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09-10 cases W-013031-09-0343 and SW-013031-09-0343

Name:Danielle Wiley

Date:08/08/2014

Address:

Phone:

CityStateZip:Sun City

Cell

Docket:EPCOR Waste Water Rates

DocketNo:W-01303A-10-0448

Utility:EPCOR

Email:

Comments:Thank you so much for listening to the concerns of the EPCOR customers in the Agua Fria Water District. We appreciate your time and willingness to help find a solution to our outrageous water/waste water rates. I am sure that you have received many calls and emails from other EPCOR customers. One argument that I am sure has been brought up is that homeowners in our district didn't do our due diligence with regard to utilities before we purchased our homes. I can assure you we did! I would just like to reiterate that when we bought our homes our rates were about one quarter what they are right now. We did not purchase without thought to our utility rates. It was the 133% hike in our rates requested by the water company that has caused this problem, not negligence on the part of the consumer. We have no other choice in who we choose for our water (unlike other utilities such as phones, cable, etc.) so it is imperative that we resolve this issue. Additionally I would ask that you keep in mind when making your decision that we are paying for a waste water facility that we DO NOT use and is not even close to us. It is no different than the Anthem argument/decision. Again, I appreciate your attention to this difficult and complicated issue.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 118015

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118000

Date: 8/20/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Irene

Gilbert

Account Name: :Irene Gilbert

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09-10 cases opposed to consolidation W-013031-09-0343 and SW-013031-09-0343

Name:Irene Gilbert

Date:08/19/2014

Address:1

Phone:

CityStateZip:Sun City, Az.

Cell:

Docket:EPCOR Waste Water Consolidation

DocketNo:W-013031-09-0343 and SW-013031-09-0343

Utility:Epcor

Position:Con

Email:

Comments:We need your help please for the consolidation issue. Three family members purchased retirement homes in Sun City in last few years. We pay full annual taxes, fees, etc. Since the sagging economy and rising costs have eaten away at our fixed incomes, this exorbitant increase would have a very negative impact on all of us. Thanks.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/20/2014

Opinion No. 2014 - 118000

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118003

Date: 8/20/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Barbara**

Marcey

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09-10 cases opposed to consolidation W-013031-09-0343 and SW-013031-09-0343

Name: Barbara K. Marcey

Date: 08-19-14

Address:

Phone:

CityStateZip: Sun City, AZ

Cell:

Docket: EPCOR WASTE WATER CONSOLIDATION

DocketNo: W-013031-09-0343 and SW-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: I am strongly opposed to a full waste water consolidation proposed by Epcor. I am a resident of Sun City and am a retired, single individual living on a fixed. The increase proposed by Epcor is not only outrageous, it is also totally unfair. Regards, Barbara Marcey

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 8/20/2014

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2014 - 118003

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118004

Date: 8/20/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Mickey**

Walker

Account Name: Mickey Walker

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09-10 cases opposed to consolidation W-013031-09-0343 and SW-013031-09-0343

Name: Mickey R Walker

Date: August 19, 2014

Address:

Phone

CityStateZip: Sun City, AZ

Cell:

Docket: Waste water rate design examination; Consolidation/De-Consolidation

DocketNo: W-01303A-09-0343

Utility: EPCOR

Position: Con

Email

Comments: As a Sun City, AZ resident, I ask that you do not support the full consolidation of the waste water rate design. Thanks for your vote denying this change.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 8/20/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118004

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2014 - 118005

Date: 8/20/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Gayle**

Plunkett

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09-10 cases opposed to consolidation W-013031-09-0343 and SW-013031-09-0343

Name: Gayle Plunkett

Date: Aug 19 2014

Address:

Phone:

CityStateZip: Sun City.

Cell:

Docket: W-013031-09 0343 Sw-01301-09-0343

DocketNo:

Utility: EPCOR

Position: Con

Email:

Comments: Here we go again. Lets dump on Sun City residents by increasing rates to those on a fixed income. This is all a smoke screen to raise rates, with the hope no one notices. Well we notice big time when it effects us in the wallet. Why doesn't The commission let it be?? Are they in the pocket of EPCOR???

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 8/20/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118005

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118006

Date: 8/20/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Beverly** **Sisler**

Account Name: :Beverly Sisler

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09-10 cases W-013031-09-0343 and SW-013031-09-0343

Name:Beverly Sisler

Date:August 19.2014

Address:

Phone:

CityStateZip:sun City, AZ

Cell:

Docket:EPCOR Wastewater Consolidation sw-013031-09-0343

DocketNo:W-013031-09-0343

Utility:EPCOR

Email:

Comments:I don't object to a slight raise in wastewater/water rates, as long as they are comparable to other areas of EPCOR service increases, but please don't raise our rates so high that we can no longer afford water. Thanks for your consideration.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 8/20/2014

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2014 - 118006

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118008

Date: 8/20/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: **Paul** **Rose**

Account Name: Paul Rose

Home: (000) 000-0000

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip:

is:

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09-10 cases W-013031-09-0343 and SW-013031-09-0343

Name: Paul Rose

Date: 8/19/2014

Address:

Phone

CityStateZip: Buckeye, AZ

Cell:

Docket: SW-01303A-09-0343

DocketNo:

Utility: EPCOR

Position: Con

Email: j

Comments: Somebody please help. Water rates in Verrado are insane! I have no grass, no pool, three people in the house and my water rates are almost \$200.00 per month. Verrado is a very nice place to live but water rates should not be comparable to my electric rates. Please move us to a consolidated district with a single rate structure.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/20/2014

Opinion No. 2014 - 118008

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118009

Date: 8/20/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By:

Arline

Bauer

Account Name: Arline Bauer

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09-10 cases W-013031-09-0343 and SW-013031-09-0343

Name: Arline Bauer

Date: 08-19-2014

Address

Phone:

CityStateZip: Sun City

Cell:

Docket: Waste Water Rate Design Examination

DocketNo: W-01303A-09-0343; SW-0303A-0-0343

Utility: Epcor

Position: Con

Email:

Comments: I am against full consolidation

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 118009

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118011

Date: 8/20/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Alexis**

Parlova

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09-10 cases W-013031-09-0343 and SW-013031-09-0343

From: Util-PublicComment

Sent: Tuesday, August 19, 2014 12:57 PM

To: Util-PublicComment

Cc: I

Subject: Public Comment

Name:Mr. Alexis Parlova

Date:8/19/2014

Address:

Phone

CityStateZip:sun city az

Cell:

Docket:EPCOR wastewater consolidation

DocketNo:w-01303a; sw-0303a-0-0343

Utility:ECOR

Position:Con

Email:

Comments:I request that you deny the proposals submitted to the commission by EPCOR to consolidate the waste water districts in such a way that Sun City residents will realize an outrageous increase in their bills.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

docketed

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 118011

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118012

Date: 8/20/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Peggy & Dale** **Stinson**

Account Name: Peggy & Dale Stinson

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone: () - - - - - -

Nature of Complaint:

EPCOR 09-10 cases W-013031-09-0343 and SW-013031-09-0343

Name: Peggy Stinson and Dale Stinson

Date: 8/19/14

Address:

Phone

CityStateZip: Sun City, AZ

Cell: 623-236-6009

Docket: EPCOR WASTE WATER CONSOLIDATION

DocketNo: W-01303A-09-0343

Utility: EPCOR ALSO Docket# SW-0303A-0-0343

Position: Con

Email:

Comments: We are retired and opposed to an 89% increase in our waste water increase. Actions like these are TOTALLY UNACCEPTABLE.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 118012

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118013

Date: 8/20/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Sandra**

Caskey

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09-10 cases W-013031-09-0343 and SW-013031-09-0343

From: Util-PublicComment

Sent: Tuesday, August 19, 2014 4:26 PM

To: Util-PublicComment

Cc: "

Subject: Public Comment

Name:SANDRA CASKEY

Date:08/19/2014

Address:

Phone

CityStateZip:SUN CITY

Cell:

Docket:SW 013031-09-0343

DocketNo:W0130-09-0343

Utility:EPCOR WATER

Position:Con

Email:

Comments:We do not wish to have our waste water or drinking water rates to go up just to benefit commissioner pay wages etc. We all need water and it is not that costly.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

docketed

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 118013

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117835

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: William E Schmidt

Account Name: William E Schmidt

Home:

Street:

Work: (000) 000-0000

City: Buckeye

CBR:

State: AZ Zip: 00000

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Thursday, August 14, 2014 7:04 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: William E. Schmidt

Date: 8/13/2014

Address:

Phone:

CityStateZip: Buckeye

Cell:

Docket: Epcor Water Arizona Inc. wastewater rate case

DocketNo: SW-01303A-09-0343

Utility: Epcor Water Arizona Inc.

Email

Comments: I am very concerned about the rates we are currently paying for water-waste water here in Verrado through Epcor Water. Our monthly rate averages \$165.00 for this service and it rarely changes much (puzzling). We live in a 1568 square foot home with all rock landscaping (no grass whatsoever) and we have our plants on a drip system. There are 2 of us in this home, both in our mid 50's and we do not have a pool. Many of our friends here that have larger homes with pools are paying well over \$250.00 per month and sometimes over \$300.00. This does not include solid waste pickup either as in Phoenix. The average Phoenix water bills for this same size home are in the 50 to 60 dollar range and includes solid waste pickup. Some friends that live in Goodyear have about \$70.00 water/waste water bill and they have a much larger house. I would like to stay in Verrado but if the rates are not reduced to a fair level I doubt that I will be able to remain here. I would be surprised if these rates were not driving away many potential home buyers. With the rates as high as they are we all should be part owners and have shares in this company! Our rates need corrected! A.S.A.P. Thanks

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117835

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: "

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117836

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Carl Hansen

Account Name: Carl Hansen

Home:

Street:

Work: (000) 000-0000

City: Youngtown

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, August 15, 2014 11:38 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Carl Hansen

Date: 8/15/14

Address:

Phone

CityStateZip: Youngtown, AZ

Cell:

Docket: wastewater consolidation

DocketNo: W-013031-09-0343 and SW-013031-09-0343

Utility: Epcor

Position: Con

Email:

Comments: I am emphatically against consolidation and ask that you do not approve this. I will not continue to support any of you if this is approved.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/19/2014

Opinion No. 2014 - 117836

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117838

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Roger** **Scharenbroich**

Account Name: Roger Scharenbroich

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, August 15, 2014 12:26 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Roger Scharenbroich

Date: Aug. 15. 2014

Address:

Phone

CityStateZip: Sun City, AZ

Cell:

Docket:

DocketNo:

Utility: EPCOR

Email:

Comments: We oppose any increase in our wastewater rate. We object having to subsidize other districts.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 8/19/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 117838

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117840

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Charles

Reasoner

Account Name: Charles Reasoner

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 00000

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, August 15, 2014 1:07 PM
To: Util-PublicComment
Subject: Public Comment

Name: Charles reasoner

Date: 8-15 2014

Address:

Phone:

CityStateZip: sun city

Cell

Docket: epcor waste water consolidation

DocketNo: w013013090343

Utility: epcor

Email:

Comments: I oppose full waste water consolidation studies...no rate hikes!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 8/19/2014

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2014 - 117840

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 117841

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Constance A** **Manak**

Account Name: Constance A Manak

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ **Zip:**

is: E-Mail

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, August 15, 2014 1:21 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Constance A Manak

Date: 08/15/2014

Address:

Phone

CityStateZip: Sun City, Az

Cell:

Docket: W-013031-09-0343 and SW-013031-09-0343

DocketNo:

Utility: Epcor

Position: Con

Email:

Comments: Water rates have already more than doubled since EPCOR took over. Sun City has its own wells and was doing fine long before American Water came in and now EPCOR. Enough is enough. We are a desert landscape community and full of retired folk whose income does not increase. No more increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/19/2014

Opinion No. 2014 - 117841

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117844

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Kirk

Dixon

Account Name: Kirk and Marilyn Dixon

Home: -----

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 00000

is: E-Mail

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

Sent: Friday, August 15, 2014 1:23 PM

To: Util-PublicComment

Cc:

Subject: Public Comment

Name:Kirk and Marilyn Dixon

Date:8/15/14

Address:

Phone:

CityStateZip:Sun City, Arizona

Cell:

Docket:EPCOR Waste Water Consolidation

DocketNo:W013031-09-0343 and SW013031-09-0343

Utility:EPCOR

Position:Con

Emai

Comments:We are appalled at the projected rate increase for the homeowners in the Sun City area. Our waste water is lower than any of the other locations, yet we would be paying for the large amounts of waste water that are encompassing the other areas serviced by EPCOR. This is by far, unjust, and the citizens of Sun City are on fixed incomes receiving only Social Security funds to live on. Most of the residents DO NOT work, and are NOT contributing to the huge amounts of waste water that many of the families are outside Sun City boundaries. We have only 18% waste water, so why should we have to carry the increased water costs when we do not use that amount of water as most others DO!!!!!!!!!!!! Kirk and Marilyn Dixon

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117844

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117846

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Bruce W Bura

Account Name: Bruce W Bura

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, August 15, 2014 1:37 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Bruce W. Bura

Date: 8/15/2014

Address:

Phone:

CityStateZip: Sun City, Arizona

Cell:

Docket: EPCOR Waste Water Consolidation

DocketNo: W-013031-09-0343 and SW-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: I OPPOSE FULL WASTE WATER CONSOLIDATION!!!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/19/2014

Opinion No. 2014 - 117846

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117848

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Christina

Pasterz

Account Name: Christina Pasterz

Home:

Street:

Work: (000) 000-0000

City: Glendale

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, August 15, 2014 1:38 PM
To: Util-PublicComment
Cc
Subject: Public Comment

Name: Christina Pasterz

Date: 8/15 /2014

Address:

Phone:

CityStateZip: Glendale AZ

Cell:

Docket: EPCOR Waste Water Consolidation

DocketNo: W-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: I OPPOSE THE 89% RATE INCREASE! THIS IS ABSURD. HOW CAN YOU THINK THIS IS GOOD FOR ANYONE LET ALONE THOSE ON RETIREMENT INCOME? YOU ARE ELECTED TO REPRESENT THE TAXPAYER AND OUR BEST INTEREST. THERE IS AN ELECTION COMING UP AND IF THIS BATCH OF COMMISSIONERS WON'T DO THEIR JOB, PERHAPS THE NEXT ONES WILL!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117848

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117849

Date: 8/19/2014

Complaint Description: 08Q EPCOR
 N/A Not Applicable

First:

Last:

Complaint By: Robert

Baareman

Account Name: Robert Baareman

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, August 15, 2014 2:00 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Robert Baareman

Date: 8/15/2014

Address:

Phone:

CityStateZip: Sun City Az

Cell: N/A

Docket: W -13031-09-0343 SW- 013031-09-0343

DocketNo:

Utility: Epcor

Position: Con

Email:

Comments: We are opposed to your 89% water price increase. I don't know too many Retirees living on SS that can afford to buy water facing an 89% increase in their water bill. My suspicion that we were going to get hit hard when Epcore bought out the previous company comes as no surprise. I would ask that you be concerned when a new company owner buys out a company and wants to increase revenue by 89%. It appears they had some assurance from internal sources that our political leaders would help them get a substantial return on their investment. If not why would anyone buy a company that needs an 89% bump from tax payers. I suggest Epcore made a bad business decision and want the retirees to bail them out. Hope our political advisers will turn down their request. We are not interested. A company must live or die with their business decision. If they made a bad decision it is their problem. We have too many companies falling back on the consumer to bail them out for making poor decisions. I am against bailing Epcore out of their poor decision.

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117849

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117851

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Barbara**

Harbert

Account Name: Barbara Harbert

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, August 15, 2014 2:14 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Barbara Harbert

Date: 08/15/2014

Address

Phone:

CityStateZip: Sun City, AZ

Cell:

Docket: EPCOR Waste Water Consolidation

DocketNo: W-013031-09-0343

Utility: EPCOR SW-013031-09-0343

Position: Con

Email:

Comments: If you have EPCOR to consolidate it will raise our rates by 89%. Most of us are already on a fixed income and an increase would be a hardship. Times are tough enough without a large increase like this.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/19/2014

Opinion No. 2014 - 117851

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117853

Date: 8/19/2014

Complaint Description: 08Q EPCOR
 08G Consolidation - Opposed

First:

Last:

Complaint By: Robert A Johnson

Account Name: Robert A Johnson

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, August 15, 2014 2:16 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Robert A. Johnson

Date: 8/15/2014

Address:

Phone

CityStateZip: Sun City, AZ

Cell:

Docket: EPCOR Waste Water Consolidation

DocketNo: W-013031-09-0343 and SW-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: I ADAMANTLY OPPOSE FULL WASTE WATER CONSOLIDATION.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/19/2014

Opinion No. 2014 - 117853

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117854

Date: 8/19/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: **Mary**

Goitia

Account Name: Mary Goitia

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment

Sent: Friday, August 15, 2014 2:37 PM

To: Util-PublicComment

Cc:

Subject: Public Comment

Name: Mary Goitia

Date: 8-15-14

Address:

Phone:

CityStateZip: Sun City, AZ

Cell:

Docket: EPCOR Waste Water Consolidation

DocketNo: W-013031-09-0343 and SW-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: I am in total opposition to this wastewater increase of 89% in Sun City. Many of these residents are solely dependent on only Social Security to survive. An 89% increase in wastewater seems CRAZY. Please oppose this increase and settle for something much more reasonable. I am getting tired of utility companies squeezing the consumers for their own profits. My water rates were significantly so that my water company in Northern Arizona can expand their business and transport our water to Pine, Arizona. The little always seems to lose. Thank you for listening. Please vote no.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117854

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117862

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Betty J** **Kent**

Account Name: Betty J Kent (Mrs. Robert F.)

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, August 15, 2014 2:42 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Betty J. Kent (Mrs. Robert F.)

Date: 8/15/14

Address:

Phone:

CityStateZip: Sun City AZ

Cell:

Docket: EPCOR Waste Water Consolidation

DocketNo: W-013031-09-0343 & SW-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: Increase is not equitable and would cause a major hardship to this retirement community.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/19/2014

Opinion No. 2014 - 117862

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117864

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Dennis**

Rufolo

Account Name: Dennis Rufolo

Home: (

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, August 15, 2014 2:51 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name:Dennis Rufolo

Date:8/15/2014

Address:

Phone

CityStateZip:Sun City, A

Cell:

Docket:EPCOR Waste Water Consolidation

DocketNo:W-013031-09-0343

Utility:EPCOR

Position:Con

Email:

Comments:I OPPOSE FULL WASTE WATER CONSOLIDATION as it would increase Sun City and Youngtown waste water rates by 89%!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/19/2014

Opinion No. 2014 - 117864

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117866

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **James V Sanders**

Account Name: James V & Ethelmae Sanders

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, August 15, 2014 2:51 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: James V. & Ethelmae Sanders

Date: Aug 15, 2014

Address:

Phone:

CityStateZip: Sun City, AZ

Cell: na

Docket: EPCOR Waste Water Consolidation

DocketNo: W-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: We, a part of a Condo, don't feel that adding XXX Utilities together and dividing the Total by XXX is fair. Remember Jack Sprat would eat no fat and the wife would eat no lean---any way they got on the scale, divided by two and their weight was the same. It might work with the Sprats but not with Utilities.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/19/2014

Opinion No. 2014 - 117866

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117867

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Barry

Spinka

Account Name: Barry Spinka

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, August 15, 2014 2:56 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Barry Spinka

Date: 08/14/2014

Address:

Phone

CityStateZip: Sun City,

Cell:

Docket: Epcor Waste Water Consolidation

DocketNo: W-013031-09-0343 and SW-013031-09-0343

Utility: Epcor Water

Position: Con

Email:

Comments: Dear Commissioners, You may recall that in 2010 Epcor's predecessor also requested this consolidation and we, in Sun City, were adamantly opposed...we still are! Then as now, most of us are on a fixed income and can't afford this Ponzi Scheme to subsidize other areas of their district. They, Epcor Water, should have known what they bought when purchased it and how much each area would cost to provide them with a reasonable profit. If they didn't that is their problem-not ours! In our capitalistic society, you reap what you sow. If you paid too much for something, that's your problem not ours! We don't ask other areas to pay for us and we don't want to pay for theirs. This isn't a socialistic society yet and we don't want to create one. As we have said in the past, let Anthem and other areas pay for themselves and if Epcor can't make a profit from their area, let Epcor absorb it not Sun City, or Youngtown or any other district! I hope you will vote against this consolidation!

Thank you, Barry Spinka Sun City

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

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Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117867

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117868

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Harley

Funk

Account Name: Harley Funk

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, August 15, 2014 3:00 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Harley Funk

Date: 8/15/2014

Address:

Phone:

CityStateZip: Sun City, AZ

Cell:

Docket: EPCOR WASTE WATER CONSOLIDATION

DocketNo: W-013031-09-0343 and SW-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: Please do not allow this consolidation

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/19/2014

Opinion No. 2014 - 117868

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117869

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117871

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Robert

Shelton

Account Name: Robert Shelton

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, August 15, 2014 3:04 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Robert Shelton

Date: 8/15/2014

Address:

Phone:

CityStateZip: Sun City, AZ

Cell

Docket: EPCOR Waste Water Consolidation

DocketNo: W-0013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: My wife and I are opposed to the EPCOR Waste Water Consolidation in the full form being proposed as it will increase rates to Sun City residents up to 89% which is unfair and unacceptable.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/19/2014

Opinion No. 2014 - 117871

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117873

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **James L** **Rideout**

Account Name: James L Rideout

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: (

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, August 15, 2014 3:09 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name:james L Rideout

Date:8/14/2014

Address:

Phone

CityStateZip:Sun City

Cell:

Docket:Epor Waste Water Consolidation

DocketNo:Sw-012031-09-0343

Utility:Epcor

Position:Con

Email:

Comments:I Think that the rate increase for this service is excessive & the request should be modified downward to a more reasonable figure

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/19/2014

Opinion No. 2014 - 117873

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117878

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Pat

Funk

Account Name: Pat Funk

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

Name: Pat Funk

Date: 8-15-2014

Address:

Phone:

CityStateZip: SUN CITY

Cell:

Docket: EPCOR WATER CONSOLIDATION

DocketNo: W-013031-09-0343 and SW-013031-09-0343

Utility: EPCOR

Email:

Comments: PLEASE DO NOT ALLOW THIS CONSOLIDATION TO HAPPEN!!!!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117878

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117881

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Linda

Speet

Account Name: Linda Speet

Home: \

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, August 15, 2014 3:12 PM
To: Util-PublicComment
Subject: Public Comment

Name:Linda Speet

Date:8/15/14

Address:

Phone:

CityStateZip:Sun City, AZ

Cell:n/a

Docket:EPCOR Waste Water Consolidation

DocketNo:W-013031-09-0343 and SW-013031-09-0343

Utility:EPCOR

Position:Con

Email:

Comments:Az. is becoming a state I will consider moving FROM. We came here to run our business and retire but now see there are very few people running this state with a brain. Most people in Sun City live on a fixed income, which is always in jeopardy anyway. Now Epcor wants to make a city, that, in all probability, uses the least amount of water and waste-water than other cities, pay a higher price. I retired from a waste-water plant in West MI. after thirty four years in electric, water and waste-water departments, we had one of the most modern facilities around and we had one of the lowest rates in the U.S.A. NO waste-water facility needs this kind of increase. If you think the people in AZ. are idiots and continue to treat us as such, watch people MOVE FROM AZ. I guess that would leave you with people from other countries to pay the bills. Good luck with that! WE OPPOSE FULL WASTE WATER CONSOLIDATION.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117881

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117884

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Ron** **Gillmeister**

Account Name: Ron Gillmeister

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Ron G
Sent: Friday, August 15, 2014 3:23 PM
To: Utilities Div - Mailbox
Subject: epcor rates

Arizona Corporation Commission

I am writing to vent my frustration with the sewer rate issue that has created a monster for some west valley cities by removing Anthem from the district that included the Aqua Fria group. Apparently Anthem complained they were being charged for Aqua Fria facilities that didn't serve them.

Was there no discussion by EPCOR or the AZCC that the smaller district would be hammered with super high cost with few customers to share the burden. In order to provide relief to Aqua Fria users hurt by poorly thought out district changes, consider retreating back to the rates that existed before this monster was created until a resolution can be found.

Now there is consideration to consolidate everyone into one district. Again no one knows the impact on the consumers, only that there may be some economies that would benefit all. Really? In fact there will be significant raises to two communities that were never part of this fiasco to begin with. Why??? To somehow satisfy Anthem users? ... And now Corte Bella or other Aqua Fria users?

Tell me why the Sun City West and Sun City communities don't have Anthem's argument that we will be billed for others facilities. Does this complaint only find ears sympathetic to East Valley people?

Without rate structure changes West side users will be hurt by any revision that simply spreads the costs with no reward for consolidation. What's in the solution for West valley users?

How about rates that are reflected by actual consumption? The Sun Cities use way less water than others yet we have recently been hit with large sewer rate changes that are not keyed to usage.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Why not consider fixed base rates that cover all of EPCOR's fixed costs as a base charge to users for X (4000 gal.?) water consumption in all districts. All other charges to be covered by rates tied to usage. Then consolidation makes sense because all users could benefit and have some ability to reduce their cost.

As we look at our state water reserves and the current drought conditions, it's time to reward reduction in water consumption. How else can we handle the existing threat to our water reserves or the next housing boom? It's clear that money talks!

Please serve us well,
Ron Gillmeister

Sun City West, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117884

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 117885

Date: 8/19/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Donna

Thorn

Account Name: Donna Thorn

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ **Zip:**

is: E-Mail

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, August 15, 2014 3:19 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Donna Thorn

Date: 08152014

Address:

Phone:

CityStateZip: Sun City AZ

Cell:

Docket: EPCOR Waste Water Consolidation

DocketNo: W-013031-09-0343 SW013031-09-0343

Utility: EPCOR

Position: Con

Email

Comments: Docket Numbers (W-013031-09-0343 and SW-013031-09-0343) In the best interest of "WE THE PEOPLE" I OPPOSE FULL WASTE WATER CONSOLIDATION

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/19/2014

Opinion No. 2014 - 117885

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: _____

Fax: _____

Priority: Respond Within Five Days

Opinion **No.** 2014 - 117944

Date: 8/20/2014

Complaint Description: 08Q EPCOR
 08G Consolidation - Opposed

First:

Last:

Complaint By: **Steve A**

Bauer II

Account Name: Steve A Bauer II

Home: _____

Street: _____

Work: (000) 000-0000

City: Sun City

CBR: _____

State: AZ Zip: _____

is: E-Mail _____

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: _____

Contact Phone: _____

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, August 15, 2014 3:23 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Steve A. Bauer II

Date: 08-15-2014

Address:

Phone:

CityStateZip: Sun City, AZ

Cell:

Docket: EPCOR Waste Water Consolidation

DocketNo: W-013031-09-0343 and SW-013031-09-0343

Utility: EPCOR

Position: Con

Email: _____

Comments: I wish to voice my disapproval to the Full Consolidation Proposal that EPCOR is offering as a solution to their inability to properly manage their business. As I understand it, this proposal will increase my monthly EPCOR bill by as much as 89%!!! This is outrageous and should not even be considered. This type of increase will adversely affect most senior residents living in the Sun City area. When EPCOR bought out Citizens Utilities they were well aware of the different rates of their new territory. The people who chose to buy in the Anthem area were aware of the rate structure there and obviously were satisfied with it. The same goes for the residents of the Sun Cities. It would be grossly unfair to shoot our rates up just to subsidize the reduction of the rates around Anthem. I'm sure that EPCOR would see a substantial profit even after the "adjustment" and that is basically what their bottom line is. If they want a raise in revenue then they should apply for a "reasonable" rate across the board and then maybe they would get approved. Please, please be reasonable when considering this case. Steve Bauer

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117944

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117948

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117951

Date: 8/20/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Doris Strickland

Account Name: Doris Strickland

Home: (

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, August 15, 2014 3:34 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Doris Strickland

Date: 8-15-2014

Address:

Phone:

CityStateZip: Sun City AZ

Cell:

Docket: EPCOR WASTE WATER CONSOLIDATION

DocketNo: W-013031-09-0343 AND SW-013031-09-0343

Utility: EPCOR

Email:

Comments: MY WATER BILL HAS GONE FROM ABOUT \$15 TO \$50 AND NOW YOU WANT ME TO VOTE FOR SOME KIND OF WASTE WATER CONSOLIDATION. I DON'T WANT ANYTHING THAT WILL RAISE WATER RATES FOR SUN CITY ANY MORE THAN THAT. I DON'T KNOW WHERE I CAN GO IF UTILITIES GO ANY HIGHER. I'M 82 YEARS OLD AND I EXPECTED TO LIVE HERE FOR THE REST OF MY LIFE.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/20/2014

Opinion No. 2014 - 117951

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117953

Date: 8/20/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Donald

Wade

Account Name: Donald Wade

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: :

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, August 15, 2014 3:49 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name:DONALD WADE

Date:8.15.14

Address:

Phone:

CityStateZip:SUN CITY, AZ :

Cell:

Docket:EPCOR WASTE WATER CONSOLIDATION

DocketNo:W-013031-09-0343 SW-013031-09-0343

Utility:EPCOR

Email:

Comments:EACH AREA, LIKE SUN CITY, SHOULD ONLY PAY WHAT IT IS NECESSARY, TO KEEP THEIR OWN SERVICE AREA IN EFFICIENT AND WORKABLE CONDITION. WHY SHOULD RESIDENTS OF ANTHEM HELP PAY FOR REPAIRS OR IMPROVEMENTS IN SUN CITY, JUST AS WHY RESIDENTS OF SUN CITY SHOULD DO THE SAME FOR RESIDENTS OF ANTHEM? PEOPLE CHOOSE WHERE THEY LIVE AND SHOULD ACCEPT THE CONSEQUENCES OF THEIR CHOICES.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117953

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117957

Date: 8/20/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Mary** **Reynolds**

Account Name: Mary Reynolds

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip:

is: Business

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, August 15, 2014 3:54 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Mary Reynolds

Date: 08-15-14

Address

Phone:

CityStateZip: Sun City, AZ

Cell:

Docket: EPCOR Waste Water Consolidation

DocketNo: W013031-09-0343 & SW013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: We are a senior community (Sun City) living on fixed incomes. We do not get a generous increase in our social security and the increase we get goes to paying the increase in Medicare. We cannot afford an increase in our water bills for Waste Water Consolidation. Every year the water company comes up with a new way to increase our water bills.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117957

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 117892

Date: 8/20/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Paul** **Budnick**

Account Name: Paul Budnick

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

Docket: W-01303A-09-0343 & SW-01303A-09-0343

From: Util-PublicComment
Sent: Tuesday, August 19, 2014 4:54 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Paul budnick

Date: Aug 17/14

Address:

Phone:

CityStateZip:

Cell:

Docket: W-01303A-09-0343;SW-0303A-0-0343

DocketNo: W-01303A-09-0343;SW-0303A-0-0343

Utility: EPCOR

Position: Con

Email:

Comments: Sun City residents cannot and should not be required to subsidize other districts for poor planning. We in sun city are all retired and are living on small pensions we cannot afford a increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/20

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117892

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 117915

Date: 8/20/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: **Mary**

Keyes

Account Name: Mary Keyes

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip:

is:

Utility Company. EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. SW-01303A-09-0343 & W-01303A-09-0343

From: Util-PublicComment
Sent: Tuesday, August 19, 2014 8:28 PM
To: Util-PublicComment
Subject: Public Comment

Name: Mary Keyes

Date: 8/19/2014

Address:

Phone:

CityStateZip: Buckeye, AZ

Cell:

Docket: Full Consolidation of Wastewater Districts

DocketNo: SW-01303A-09-0343

Utility: Epcor Water Arizona Inc.

Position: Pro

Email:

Comments: I Respectfully urge the Commissioners of the Arizona Corporation Commission (ACC) to vote for full consolidation of the wastewater districts under EPCOR management in the Phoenix metro area to include: Agua Fria, Anthem, Sun City, and Sun City West. In support of this decision, I urge you to consider the following: Verrado and other Agua Fria ratepayers are unduly impacted by the current reconsolidated structure, paying 300% of normal rates for Metro Phoenix. That deconsolidated rates are negatively impacting the financial health of each affected ratepayer. That deconsolidated rates are negatively impacting the growth and development of our community. That everyone benefits from the growth and development of greater Phoenix, and that fully consolidated cost-sharing, where feasible, is fair and reasonable. That a simplified rate structure with full consolidation works to the long-term advantage of all ratepayers, regardless of district. Costs of future repairs,

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

upgrades, maintenance, and growth will be distributed across a much larger ratepayer group with full consolidation, reducing the impact to any single ratepayer.

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/20

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117915

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117997

Date: 8/20/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: Michael & Susan Ogdon

Account Name: Michael & Susan Ogdon

Home:

Street: Corte Bella

Work:

City: Sun City West

CBR:

State: AZ Zip:

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. SW-01303A-09-0343 & W-01303A-09-0343

From: Michael Ogdon
Sent: Wednesday, August 20, 2014 8:56 AM
To: Utilities Div - Mailbox
Subject: Docket # 09-0343

I live in Corte Bella, Sun City West, AZ

I am retired and my water bill is unfairly high. I fully support lower waste water rates by consolidating. Consolidation would level the playing field and distribute all costs fairly throughout the entire Phoenix area community. It is unfair that some people pay less than half what we do for the waste water.

Respectfully submitted.

Michael & Susan Ogdon

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/20
Emailed to the Phoenix ACC office for docketing.
FILE CLOSED.
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/20/2014

Opinion No. 2014 - 117997

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117998

Date: 8/20/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Barbara**

Allen

Account Name: Barbara Allen

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. **EPCOR Water *AAWC**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Wednesday, August 20, 2014 7:53 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Barbara Allen

Date: 8.20.14

Address:

Phone:

CityStateZip: Sun City, Az

Cell:

Docket: Epcore's 89% water increase

DocketNo:

Utility:Epcore

Position:Con

Email:

Comments:The Epcore water increase of 89% is too far out of reach of citizens of Arizona senior citizen's and folks working due to the high cost of inflation of almost everything in today's economy. There has to be a lower increase in the repair or outdated water facilities in this state. Why not just do the project in sections as a pay as you go project. I would like to have the reason's for the current high cost of a valuable natural resource increase.

Respectfully yours, Barbara Allen

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/20

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117998

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 118007

Date: 8/20/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: **Arnold**

Solars

Account Name: Arnold Solars

Home: (000) 000-0000

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip

is: E-Mail

Utility Company. **EPCOR Water *AAWC**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket Nos. WS-01303A-09-0343 & W-01303A-09-0343

From: arnold solars

Sent: Wednesday, August 20, 2014 8:25 AM

To: Utilities Div - Mailbox

Subject: Docket- 09-0343

Dear Commissioners,

I favor consolidation of The Aqua Fria Wastewater District. My waste water charges average over \$99 per month for the White Tank Water District. I am in the Aqua Fria District, this is grossly unfair to me and my community. Please correct this mistake. I live in the Corte Bella Community

Thank you,
Arnold Solars

Sun City West, AZ.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/20

Emailed to the Phoenix office for docketing.

FILE CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/20/2014

Opinion No. 2014 - 118007

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118010

Date: 8/20/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: John

Olson

Account Name: John Olson

Home: (000) 000-0000

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip:

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket Nos. WS-01303A-09-0343 & W-01303A-09-0343

From: John Olson

Sent: Wednesday, August 20, 2014 8:26 AM

To: Utilities Div - Mailbox

Subject: Docket 09-0343

We are residents of Corte Bella and frustrated with the high waste water rates we pay. Our average bill is about \$100 per mo. We pay this even though we don't use the sewers fo 5 mos out of the year. Why is Sun City paying \$18 and Corte Bella paying about \$100 a mo. Let's be fair.

John Olson

sun city west, AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/20

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/20/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118010

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118014

Date: 8/20/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: Roberta

Hoffman

Account Name: Roberta Hoffman

Home: (000) 000-0000

Street: Corte Bella

Work:

City: Sun City West

CBR:

State: AZ Zip:

is: E-Mail

Utility Company. EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket Nos. SW01303A-09-0343 & W01303A-09-0343

From: roberta hoffman

Sent: Wednesday, August 20, 2014 8:39 AM

To: Utilities Div - Mailbox

Subject: water consolidation

we just received our water bill and its \$166 ..and there are 2 of us.. When we moved here in 2006 our bills were \$70-75 month..last month our bill was \$168 and they havent been lower than the \$160s in a LONG time..this is ridiculous..and unfair..

Sun city and sun city west are complaining about a 80% and 9% increase but when you consider they pay about \$18, and \$30 mo its not fair to complain and use percentages as a reason.. If they double their rate, they are still paying FAR LESS than our current high base rate...

we,in Corte Bella, need relief from our outrageous water rates... no one was concerned with our bills going up dramatically in percentage AND amount... sun city and sun city west need to realize that their increase amounts to to maybe \$4-15..and not hide behind percentages..

Please vote to consolidate and help our small senior community...they claim they are retired seniors...well , so are we... and many here are drowning with these high bills..and our home values SUFFER bec who wants to buy when they see water rates higher than many peoples electric..when people purchase a home, they ask to see the previous years utilities...would you want to purchase a home with a water bill in the mid to high \$100 range when a few blocks away they are paying less than \$40-50 at best?? And come january ours will be even higher .. Prob closer to the \$ 180-200 range...this is UNFAIR..

Thank you for you time and hopefully you will get us some relief...

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/20

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 118014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 118017

Date: 8/20/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: Richard & Janet

Weeks

Account Name: Richard & Janet Weeks

Home: (000) 000-0000

Street: Corte Bella

Work:

City: Sun City West

CBR: :

State: AZ **Zip:** 00000

is: E-Mail

Utility Company. EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone: ,

Nature of Complaint:

Docket No. SW-01303A-09-0343 & W-01303A-09-0343

From: Janet Weeks

Sent: Wednesday, August 20, 2014 8:42 AM

To: Utilities Div - Mailbox

Subject: Dream Retirement Home (Corte Bella) Turns to Nightmare-Water Bills

Please approve the consolidation of Epcor's water districts so that people living in the Agua Fria district are able to have water/sewer rates comparable to their neighbors in other districts.

We bought a home in Corte Bella May 2 and my husband's dream retirement home has turned in to my worst nightmare.

Even though we thought we had researched this area thoroughly, we were unaware of the extremely high water bills compared to surrounding communities. Of course, we were not allowed to review previous utility bills for the property.

We have only received 3 bills so far. Every bill has been over \$200, within pennies of each other, and one of those months the home was unoccupied. How can that be an accurate charge?

Additionally, it is unconscionable to be charged over \$100 every month just to be hooked up, before even a single drop of water is used.

Had we known about this issue, we would not have bought in Corte Bella and know that anyone who researches their home purchase better than we did will not ever buy there either so any hope of resale is out of the question..

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

The practice of gouging a single, small community while the one across the street pay so much less, is so discriminatory and unjust. and it is our hope that you will be able to see your way clear to correct this disparity as soon as possible.

Thank you for your consideration.

Richard and Janet Weeks

Sun City West, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/20
Emailed to the Phoenix ACC office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 118017

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 118018

Date: 8/20/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: **Gayle**

Moore

Account Name: Gayle Moore

Home: (000) 000-0000

Street: na

Work:

City: Sun City

CBR:

State: AZ Zip: 00000

is: E-Mail

Utility Company: **EPCOR Water *AAWC**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket Nos. SW-01303A-09-0343 & W-01303A-09-0343

From: Gayle Moore
Sent: Wednesday, August 20, 2014 8:44 AM
To: Utilities Div - Mailbox
Subject: Waste Water Charges

Gentlepersons,

In the interest of fairness I strongly urge you to approve the Epcor proposal for full consolidation of the wastewater costs. As you know, based on the recent decision to deconsolidate our area from the Anthem district, our wastewater rates have increased to over \$100 per month and are scheduled to go to over \$120 per month in January, 2015. These rates, compared to Sun City West at \$30 per month, and Sun City at \$18 per month are an unfair distribution of costs.

In the Epcor proposal the Sun City West and Sun City expenses would increase to about \$34.30 per month. Bringing the Corte Bella billing in line with the revised rate would be a much more equitable distribution of costs.

Further, it would allow the costs of future improvement project in Sun City and Sun City West to be defrayed across the broad base of Epcor customer, instead of just one community.

We are all retirement communities with similar limited, fixed incomes. We can no more afford to pay the exorbitant rates currently being billed by Epcor, than the other Sun City communities.

I strongly urge you to approve the full consolidation proposal.

Thanks,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

gayle

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

8/20

Emailed to the Phoenix office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 118018

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118020

Date: 8/21/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: Paul & Judy Milligan

Account Name: Paul & Judy Milligan

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: 00000

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343****

From: paul milligan

Sent: Thursday, August 21, 2014 6:27 AM

To: Utilities Div - Mailbox

Subject: water consolidation

Ref docket 09 0343 , we live in Corte Bella and believe we have been treated very unfairly in regard to water charges. We can throw a rock across the street to a community,(Sun City West) that uses the same water facilities as we, and we are charged a higher rate than our next door neighbor? We strongly support full consolidation for billing to then allow increases to fall as needed to cover expenses. This is the only fair way to bill your customers. Electric and gas utilities operate this way, why is Epcor any different? No one can complain if we are all treated the same, complaints occur when you separate charges for each group.

Paul and Judy Milligan

Sun City West,

corte Bella

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/21/14 Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/21/2014

Opinion No. 2014 - 118020

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 118021

Date: 8/21/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Solveig**

Mortensen

Account Name: .

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: 00000

is:

Utility Company: **EPCOR Water *AAWC**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343****

From: SOLVEIG MORTENSEN

Sent: Thursday, August 21, 2014 6:08 AM

To: Utilities Div - Mailbox

Subject: EPCOR

Corporate Commission Members,

Please consider my comments below concerning the upcoming plan to address the several options west valley water districts.

A close review of the existing billing structure used in the west valley water districts show some obvious inequities. When adjacent neighborhoods pay nearly \$100 per month difference in waste water rates, the current system needs to be re-evaluated. This need is also re-enforced when you consider future upgrades and replacements that will be surely be needed.

As in any financial project, spreading the cost over a larger billing base just makes sense. This will also allow future improvements to be funded with a minimal effect on individual customers and will "smooth-out" the capital expenditures over time.

As a homeowner in the Agua Fria Water District, please consider my recommendation for complete consolidation of the west valley water districts.

Thank you.

Solveig Mortensen

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sun City West AZ
End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

8/21/14 Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118021

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 118022

Date: 8/21/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: **Joe**

Roscoe

Account Name: .

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: 00000

is:

Utility Company. EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343****

From: Joe Roscoe
Sent: Thursday, August 21, 2014 3:19 AM
To: Utilities Div - Mailbox
Subject: Docket number 09-0343

I am a home owner in Corte Bella. I currently live there as a "snow bird", but soon intend to live full time at Corte Bella. Here is an example of my EPCOR monthly bills.

While still present in home \$160.42
While gone \$119.74
While gone \$120.52

Now just to fully understand these number in the later two cases only water in use is irrigation, no other water or sewer used.

My current full time residence is in Allentown Pa. , my water and sewer bill for a WHOLE YEAR is \$375.00. When I talk to my tennis buddies in Sun City West, who live literally within walking distance, their bills are not even close to mine. It seems straight forward that the more consolidated the water district the more the fixed costs are spread over many more homes. Sure some people will play a little more, but can a case really be made that a few people should be paying absorbent bills so that the majority can pay a few dollars less.

If someone can make the latter case please inform me of the logic.

Regards,

Joseph D, Roscoe

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/21/14 Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118022

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118023

Date: 8/21/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: **Anthony & Diane** **Rittgers**

Account Name: .

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: 00000

is:

Utility Company: **EPCOR Water *AAWC**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343****

From: Diane

Sent: Wednesday, August 20, 2014 11:07 PM

To: Utilities Div - Mailbox

Subject: docket # 09-0343

To whom it may concern:

Attached is our most recent Corte Bella, Epcor Water Bill for \$156.62!

You will notice that \$106.45 is for Wastewater Treatment Charges!!

Ask yourselves how you would feel if this were your water bill and your neighbors across the wall pay \$100.00 less as they complain about a potential increase.

This situation was unfairly foisted upon Corte Bella, primarily by the vote of a Board member with no clearly understandable reasoning.

Anthony and Diane Rittgers

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/21/14 Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/21/2014

Opinion No. 2014 - 118023

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118024

Date: 8/21/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: Ian & Shirley

McKay

Account Name: .

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: 00000

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343*****

From: Ian

Sent: Wednesday, August 20, 2014 8:51 PM

To: Utilities Div - Mailbox

Subject: Consolidation

My wife and I strongly support consolidation. We are from Canada and own property in Canada. The rates that we pay on a monthly basis even though we are only in Az for about three months a year are more than quadruple what we pay on any of our property in Canada. Unless something is done to decrease the rates I can foresee more houses for sale which I do not believe would be beneficial to our communities.

Ian and Shirley McKay

Sent from my iPad

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/21/14 Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 8/21/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118024

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118025

Date: 8/21/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: Ann

Lewis

Account Name:

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: 00000

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343****

From: Ann Lewis
Sent: Wednesday, August 20, 2014 7:38 PM
To: Utilities Div - Mailbox
Subject: Corte Bella recent water bills

I own a property @ 1155 SQ ft home. sun city west in corte Bella. It is not lived in all 12 months. It is a small

EPCOR water account # is my water bills range in cost from most recent bill of \$91.22, prior bills were \$89.86, \$99.83, \$109.77, & \$199.75 from 2014.

These rates are not acceptable to current and future people who wish to buy in this valley area. I only hope progress can be made to equalize fair rates for all. Thank you.

Ann Lewis

Sent from my iPad
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/21/14 Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/21/2014

Opinion No. 2014 - 118025

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118026

Date: 8/21/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: Sam

Himes

Account Name: .

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: 00000

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343****

From: Naj Kloner
Sent: Wednesday, August 20, 2014 6:39 PM
To: Sam Himes; Utilities Div - Mailbox
Subject: Re: Doc # 09-0343 Water District Consolidation Plan

Good job Sam, I'll get Alex into writing form tomorrow.

On Wednesday, August 20, 2014 5:37 PM, Sam Himes •

All: Please consider sending a similar reply concerning our waste water rates. My comments are shown below.
Sam

Corporate Commission Members,

Please consider my comments below concerning the upcoming plan to address the several options west valley water districts.

A close review of the existing billing structure used in the west valley water districts show some obvious inequities. When adjacent neighborhoods pay nearly \$100 per month difference in waste water rates, the current system needs to be re-evaluated. This need is also re-enforced when you consider future upgrades and replacements that will be surely be needed.

As in any financial project, spreading the cost over a larger billing base just makes sense. This will also allow future improvements to be funded with a minimal effect on individual customers and will "smooth-out" the capital expenditures over time.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

As a homeowner in the Agua Fria Water District, please consider my recommendation for complete consolidation of the west valley water districts.

Thank you.

Sam Himes

Sun City West, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/21/14 Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118026

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118027

Date: 8/21/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: Gerry

Tremaine

Account Name:

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: 00000

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343****

From: Gerry Tremaine
Sent: Wednesday, August 20, 2014 6:23 PM
To: Utilities Div - Mailbox
Subject: Water bill in Corte Bella

We spend the summers in Michigan. Our water bill is much, much higher than our friends in Sun City West. We hope something can be done through consolidation.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/21/14 Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118027

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118028

Date: 8/21/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: Leopold & Denise Jacobs

Account Name:

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip:

is:

Utility Company. EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343****

From: Paul Jacobs

Sent: Wednesday, August 20, 2014 5:43 PM

To: Utilities Div - Mailbox

Subject: Water Billing issues - Docket # 09-0343

To whom it may concern ,

I want to give my full support to a full consolidation of the water costs for the Maricopa county and Agua Fria District for the following reasons :

- Outrageous waste water cost increases in the last few years due to the deconsolidation of the Anthem area from our Agua Fria district. This was approved by the ACC Commisioners by three to two . I guess you know that at the time of the decision, the daughter of one of the Commisioners lived or still lives in Anthem. Thanks for the fair assessment !!

- Our water bills have increased from \$ 70.00/ 75.00 in 2006 to \$ 150.00 and even \$ 200.00 + for some homes in Corte Bella in 2014 due to this stupid deconsolidation decision. We were gone for the whole month of July 2014 and our water bill was \$ 144.00 without any water usage besides plant watering. This increase in cost represents more than 100 % for some homes.

- We have a water fall that I emptied in May 2014 to reduce the consumption and we do not replace plants that are dying. This does not help : our water bills keep going up. Just as a reminder : this is a retirement community and most people are on limited income. The social security has not doubled in the last eight years !! My wife and I are actually considering moving out of the State if this situation does not get a solution.

- Last but not least : this disastrous situation is the result of a total lack of anticipation and long term vision of the

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

American Water Company . They kept building water treatment plants while every one else stopped the developement of communities and homes in our area. This was totally ridiculous and as usual, the culprits did not take any responsibility for their stupidity and the users have to pay for their mistakes. I do not blame the Epcor company. They inherited this mess and try to get out of it with limited losses that they did not create.

When will we wake up in this country and start punishing the actual responsables for wrong doings.

Leopold and Denise jacobs

Sun City West (Corte Bella Country Club) - AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/21/14 Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118028

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118029

Date: 8/21/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: Greg & Stacie Stan

Account Name: Home: (000) 000-0000

Street: n/a Work: (000) 000-0000

City: Sun City West CBR:

State: AZ Zip: is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343****

Subject: Water rates

From:

Date: Wed, 20 Aug 2014 11:31:13 -0500

To: mailmaster@azcc.go

Regarding #09-0343

It is my sincere hope you will give consideration to finding a solution to the sky high water rates we are subject to in the Corte Bella community. We have owned the home since 2006 and have seen our water/sewer bills rise at an alarming rate. In the months when we are not there and we only have drippers on our plants our bills are approximately \$103 a month. I shudder to think what the bill will be once we move there permanently in the next 6-12 months. I know water is a precious commodity but it should not be priced as a luxury item when it's so basic to a quality every day existence. Thank you for your considerations.

Greg and Stacie Stan

Sun City West

Sent from my iPhone

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/21/14 Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118029

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 118030

Date: 8/21/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: Tilton

Weinstein

Account Name: .

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip:

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343****

From: TILTON WEINSTEIN

Sent: Wednesday, August 20, 2014 5:01 PM

To: Utilities Div - Mailbox

Subject: WATER DISTRICT CONSOLIDATION REFERENCE DOCKET # 09-0343

TILTON WEINSTEIN

SUN CITY WEST, AZ

8-20-2014

ARIZONA CORPORATION COMMISSION

TO WHOM IT MAY CONCERN, REF: DOCKET # 09-0343

I AM A FULL TIME RESIDENT OF CORTE BELLA AND I AM CHOKING EACH TIME I RECEIVE MY WATER BILL.

PLEASE VOTE TO CONSOLIDATE OUR WATER DISTRICT SO I DON'T HAVE STICKER SHOCK EACH TIME I OPEN MY WATER BILL.

A COPY OF MY LAST WATER BILL IS ATTACHED, \$144.94.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

THANK YOU FOR YOUR CONSIDERATION.

TILTON WEINSTEIN

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/21/14 Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118030

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: .

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118031

Date: 8/21/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: Mary Beth

Pavlicek

Account Name: .

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip:

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343****

From: Mary Beth Pavlicek
Sent: Wednesday, August 20, 2014 5:00 PM
To: Utilities Div - Mailbox
Subject: Re: Docket # 09-0343

With this communication, I am sending a copy of our most recent Epcor billing for our home in Corte Bella. Rates have continued to rise with this being our highest billing since we moved to the community. Water and especially waste water, has greatly escalated over the past two years. The cost is getting extremely burdensome based on our retirement fixed income. Comparing our costs to neighbor communities, water and sewer pricing is totally unfair and the differences in pricing structure is almost beyond belief. Consolidation appears to be the most fair and equitable solution to water and sewer delivery.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/21/14 Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118031

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118032

Date: 8/21/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: Larry

Schuck

Account Name:

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: - - -

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343****

From: Larry Schuck
Sent: Wednesday, August 20, 2014 3:57 PM
To: Utilities Div - Mailbox
Subject: Water Bill info for docket number 09-0343
Importance: High

Good afternoon

My name is Larry Schuck. My wife Susan and I live in Corte Bella.

We've been paying an average of \$106 per month for waste water services, for the past seven months. I've attached our EPCOR bills as evidence.

This waste water cost is a major burden, and is certainly MUCH higher than other districts are paying. We fully support EPCOR's recommendation to consolidate the districts of Sun City, Sun City West, Anthem, Agua Fria and Mohave.

We understand that this will cause rate increases for some of these districts. However, their resultant rate would still be far far less than what we are paying now. As well, the consolidation model is consistent with other utilities services such as APS, SW Gas. Why should water be treated differently, with punitive rates for one district and much lower rates for another?

Thanks in advance for your consideration.

--

Larry Schuck

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/21/14 Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118032

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118033

Date: 8/21/2014

Complaint Description: 08Q EPCOR
 08H Consolidation - In Favor

First:

Last:

Complaint By: Terrance D. Henriksen

Account Name: . Home: (000) 000-0000

Street: n/a Work: (000) 000-0000

City: Sun City West CBR:

State: AZ Zip: is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343****

From: Terry Henriksen
Sent: Wednesday, August 20, 2014 3:43 PM
To: Utilities Div - Mailbox
Subject: water & sewer bill

When you deliberate how to handle the high sewer (and water) bills from Epcor in the Agua Fria district, please consider that just because some of us live in Corte Bella does not mean we are made of money. I purchased my house here in June of 2013. I was told we paid a bit more for water here but when our first bill came, we were astonished. We did not count on this at all.

Terrance D. Henriksen

Sun City West, Arizona

Phone:

Cell:

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/21/14 Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/21/2014

Opinion No. 2014 - 118033

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ..

Fax: ..

Priority: Respond Within Five Days

Opinion **No.** 2014 - 118034

Date: 8/21/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: Gary & Bev

Bair

Account Name: .

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ **Zip:**

is:

Utility Company. EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343****

From: Gary & Bev Bair
Sent: Wednesday, August 20, 2014 2:44 PM
To: Utilities Div - Mailbox
Subject: water/sewer rates

AZCC

As a resident of Corte Bella and the Aqua Fria water district, I am outraged that you have allowed one district to bear the brunt of costs for new facilities..... allowing Anthem to deconsolidated was a major mistake and has cost us hundreds of extra dollars.....

I am not proud that I am paying the second highest rates in the United States for water/sewage.

You made this mess..... now fix it!

Gary Bair

Sun City West, AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/21/14 Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118034

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118035

Date: 8/21/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: John

Keenan

Account Name:

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip:

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343****

From: Cranejack
Sent: Wednesday, August 20, 2014 2:39 PM
To: Utilities Div - Mailbox
Subject: Consolidation

I wish to voice my support to the consolidation of the water district docket #09-0343.

John Keenan
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/21/14 Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118035

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 118036

Date: 8/21/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Irene

Abrams

Account Name:

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ **Zip:** 00000

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343****

From: Util-PublicComment
Sent: Thursday, August 21, 2014 8:00 AM
To: Util-PublicComment
Subject: Public Comment

Name: Irene abrams

Date: 08/21/2014

Address:

Phone:

CityStateZip: Sun city

Cell:

Docket: W -01303a-09-0304;sw-0303a-0-0343

DocketNo:

Utility: Epcot water

Position: Con

Email:

Comments:

I am a resident of Sun City and I'm asking that you do not allow full consolidation of the Epcor wastewater districts. Thank you. Irene Abrams

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

8/21/14 Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118036

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118040

Date: 8/21/2014

Complaint Description: 08Q EPCOR
 08H Consolidation - In Favor

First:

Last:

Complaint By: Tricia

Grantham

Account Name: .

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: 00000

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED TO RATE INCREASE ***DOCKET NO. W-01303A-09-0343 & WS-01303A-09-0343*****

From: Tricia Grantham
Sent: Thursday, August 21, 2014 8:42 AM
To: Utilities Div - Mailbox
Subject: Agua Fria water district consolidation

I'm writing as a part-time resident of Corte Bella. We live in Pullman, WA the months we are not in AZ. Our water/sewage bill for the month of July was \$79.00 in Pullman. Our bill from Epcor for the same time period is \$110.00 & we're not there!! What's wrong with this picture?!? Please do the right thing, despite the dissenting voices surrounding us, & create some equitable rates!

Tricia Grantham

SCW

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & WS-01303A-09-0343. closed
End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118040

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118041

Date: 8/21/2014

Complaint Description: 08Q EPCOR
 08H Consolidation - In Favor

First:

Last:

Complaint By: Daniel J.

Luparello

Account Name:

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip:

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED TO RATE INCREASE ***DOCKET NO. W-01303A-09-0343 & WS-01303A-09-0343*****

From: Mary Luparello

Sent: Thursday, August 21, 2014 8:50 AM

To: mailmaster@azcc.gov.

Subject: docket 3 09-0343 high waste water rates in Corte bella

high water and waste water rates in Corte Bella

daniel luparello

9:59 AM (22 hours ago)

to mailmaster

I have been a resident of Corte Bella since October 2005. My total water and waste water bills for the first year were about \$600 . I averaged 6000 gallons per month. Today, for the 2013 year, for the same service and less usage, my bill was about \$1400. So far in 2014, my cost is projecting to be about \$1600. A scheduled increase in January 2015 will likely push the annual cost to about \$1800.

Corte Bella uses the same treatment plant as the neighboring Sun City West community does. Yet, our bills are roughly 3 times greater. There is no logic in this.

I have conserved as much as possible for a residence with only two people: pulling out plants, removing our RO water system, flushing low usage toilets only when necessary, shutting down my irrigation system during the winter months. The effect is minimal because the base charges are so high.

Total consolidation of all EPCOR districts is the best solution where costs are shared by everyone using their facilities. The idea that older communities should not be a part of consolidation because "they paid for their

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

waste facility over the years" is not valid. They don't own the facility. And when that facility needs extensive renewal and replacement, are they prepared to pay the total cost by themselves. I doubt it.

Efficiency dictates that there be a total consolidation and a sharing of all costs by all users. Please do the logical and efficient thing and direct total consolidation of EPCOR's districts.

Respectfully,

Daniel J Luparello

Corte Bella
Sun City West, AZ
End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & WS-01303A-09-0343. closed

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118041

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ---

Fax: ---

Priority: Respond Within Five Days

Opinion No. 2014 - 118052

Date: 8/21/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Jim**

Wise

Account Name: Jim Wise

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 00000

is:

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name: -----

Contact Phone

Nature of Complaint:

*****OPPOSED*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343*****

Name: Jim Wise

Date: 8/21/2014

Address:

Phone:

CityStateZip: Sun City, AZ

Cell:

Docket: Epcor Waste Water Consolidation

DocketNo: W-013031-09-0343 and SW-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments:W-013031-09-0343 and SW-013031-09-0343 I oppose complete waste water consolidation. It is not reasonable to expect a retirement community or any community to pay for another community's waste water expense.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 8/21/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118052

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118053

Date: 8/21/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: Barbara

Matthews

Account Name:

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 00000

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343*****

From: Barb

Sent: Thursday, August 21, 2014 9:22 AM

To: Utilities Div - Mailbox

Subject: Epcor Bills

To: ACC

When I moved in to my home in 2011, my bills were reasonable, 75.00 every month. Since Epcor took over and Anthem deconsolidated my bills have continually gone up.

I am one person and I have desert friendly plants. When it rains I turn off my drip system to conserve water until the ground dries out. I only do laundry 2 times a week and run the dishwasher once a week. It is getting to the point that I am afraid to flush ever time. It (from looking at all the information put out by various groups the consolidation of all Aqua Fria districts would be the best option. I understand that Sun City and Sun City West are fighting this, stating they can not afford the raise. They are not the only ones on fixed incomes, everyone has bills to pay. A small section of the Aqua Fria districts should not have to foot the bill for everyone else. Please consider consolidation.

Thank You

Barbara Mathews

Crossriver.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118053

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118054

Date: 8/21/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By:

Joe

Prewitt

Account Name:

.

Home: (000) 000-0000

Street:

n/a

Work: (000) 000-0000

City:

Sun City

CBR:

State:

AZ Zip: 00000

is:

Utility Company: EPCOR Sewer *AAWC

Division:

sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343*****

From: Joe Prewitt

Sent: Thursday, August 21, 2014 10:00 AM

To: Utilities Div - Mailbox

Subject: In favor of epcore consolidation

Please count my vote in favor of the epcore plan to consolidate districts. This is a sensible plan that will make more sense for all in the future.

Sent from my iPad

Joe Prewitt

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118054

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118055

Date: 8/21/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: Wilton & Michelene Vaill

Account Name: .

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: 00000

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343*****

From: Bill Viall

Sent: Thursday, August 21, 2014 11:03 AM

To: Utilities Div - Mailbox

Subject: EPCOR Consolidation

We are Corte Bella development homeowners. Perhaps unlike small water service areas that could be held to be responsible for their own fate, EPCOR (and more importantly Central Arizona Project) is the sole provider of water and water treatment in the entire NW Valley. To subdivide their service area into small subdivisions is without any reasonable practical or political reality. Why should we be paying a rate that is several hundred percent higher than other Sun City West neighbors who live two blocks away? In our opinion, this issue boils down to fairness and long term viability of infrastructure. Infrastructure should not be fragmented into little operating units. By having consolidated districts, overhead costs are minimized, rates are consistent over a geographical area; repair and upgrade costs are spread over a large customer base. This ensures the infrastructure will be in top operating condition to protect the people and environment that it serves, for years to come.

Wilton & Michelene Viall

Sun City West, AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118055

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 118056

Date: 8/21/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: Gordon & Janet Rowley

Account Name: . **Home:** (000) 000-0000

Street: n/a **Work:** (000) 000-0000

City: Sun City West **CBR:**

State: AZ Zip: 00000 **is:**

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: **Contact Phone:**

Nature of Complaint:

*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343*****

From: Gord and Jan Rowley
Sent: Thursday, August 21, 2014 10:58 AM
To: Utilities Div - Mailbox
Subject: Docket #09-0343

Corporate Commission Members:

We would appreciate your consideration of our comments supporting a decision to consolidate the West Valley water districts.

A close review of the existing billing structure in the West Valley water districts show some obvious inequities. When waste water rates in adjacent neighborhoods vary by nearly \$100 per month, it is clear that the current system needs review. This need is re-enforced when considering future upgrades and replacements that will surely be needed.

As in any financial project, spreading the cost over a larger billing base just makes sense. This will also allow future improvements to be funded with a minimal effect on individual customers and will "smooth-out" the capital expenditures over time.

As homeowners in the Agua Fria Water District, we ask you to seriously consider complete consolidation of the West Valley water districts.

Sincerely
Gordon and Janet Rowley

Sun City West, AZ
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118056

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118057

Date: 8/21/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: Bob & Sheila

Carter

Account Name:

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: 00000

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343*****

From: Bob & Sheila Carter
Sent: Thursday, August 21, 2014 10:40 AM
To: Utilities Div - Mailbox
Subject: docket number 09-0343

We are Corte Bella development homeowners. In our opinion, this issue boils down to fairness and long term viability of infrastructure. Infrastructure should not be fragmented into little operating units. By having consolidated districts, overhead costs are minimized, rates are consistent over a geographical area; repair and upgrade costs are spread over a large customer base. This ensures the infrastructure will be in top operating condition to protect the people and environment that it serves, for years to come.

Thank you -
Bob & Sheila Carter

Sun City West, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 8/21/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118057

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 118093

Date: 8/21/2014

Complaint Description: 08Q EPCOR
 08G Consolidation - Opposed

First:

Last:

Complaint By: **Julianne**

Wise

Account Name: Julianne Wise

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

From: Util-PublicComment
Sent: Thursday, August 21, 2014 2:14 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Julianne Wise
Date: 08/21/2014

Address:

Phone:

CityStateZip: Sun City, AZ :

Cell:

Docket: EPCOR Waste Water Consolidation

DocketNo: W-013031-09-0434 SW-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments:

I am completely opposed to the EPCOR Waste Water Consolidation. It is completely unacceptable to expect a Senior Retirement community to pay for the waste water of other communities.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118093

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118095

Date: 8/21/2014

Complaint Description: 08Q EPCOR
 08H Consolidation - In Favor

First:

Last:

Complaint By: Robert F. Baldesari

Account Name: . Home: (000) 000-0000

Street: n/a Work: (000) 000-0000

City: Sun City West CBR:

State: AZ Zip: is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Contact Phone:

Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

From: Bob Baldesari
Sent: Thursday, August 21, 2014 11:59 AM
To: Utilities Div - Mailbox
Subject: Immediate Water/Waste-Water Rate Relief for the Agua Fria District

Ref. Docket #: 09-0343

To All ACC Commissioners:

As a resident of Corte Bella in the Agua Fria District, I support full consolidation of all five EPCOR water districts for the long-term. However, we need an immediate solution to reduce our exorbitant water/waste-water rates now.

The cost of water/waste-water in the Agua Fria District is astronomically high compared to neighboring communities sharing the same facilities. My EPCOR bills have averaged \$151/month over the past 12 months even when we are away. If immediate action is not taken these costs will only increase.

In 2012, when the ACC separated the Anthem District from the Agua Fria District, the overall reasoning sighted, by the ACC, was fairness (for Anthem). It is now time to weigh the fairness of not consolidating vs. consolidating in part or total for fairness to all residents (aka, taxpayers). No homeowner welcomes increased operating costs, however, the residents of Sun City and Sun City West have had eight long years with below-market, flat water/waste-water rates. It is time that they sustain modest increases and pay their fair share along with everyone else.

Based on EPCOR's calculations subscribing to a flat W/W rate of \$34/month, Sun City West would realize an 89% (\$16/month) increase from \$18 to \$34; and, Sun City would realize an 11% (\$3/month) increase from \$31 to

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

\$34. Considering fairness, the residents of the Agua Fria District have suffered immodest increases of 133% for waste-water and 58% for water since 2012. Fairness and economic equity dictate a decision by the ACC supporting an immediate remedy for the interim and full consolidation in the long term spreading EPCOR's costs equally among all five districts. Anything less is unfair and a disservice to all residents. The ACC is the only authority in Arizona that can provide Agua Fria residents with necessary immediate rate relief.

Thank you.
Robert F. Baldesari

Corte Bella
Sun City West, AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118095

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118098

Date: 8/21/2014

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

First:

Last:

Complaint By: Andy & Joanne Nemeth

Account Name: . Home: (000) 000-0000

Street: n/a Work: (000) 000-0000

City: Sun City West CBR:

State: AZ Zip: is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Contact Phone:

Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

From: Andy and Joanne
Sent: Thursday, August 21, 2014 1:07 PM
To: Utilities Div - Mailbox
Subject: docket 09-0343

In regards to docket number 09-0343, we reside in Corte Bella which is considered Sun City West. We are in favor of consolidation, our community consists of senior citizens and it is not fair for us to have to pay outrageous waste water rates.

Please consider our situation and vote for consolidation.

Andy and Joanne Nemeth
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118098

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fa

Priority: Respond Within Five Days

Opinion

No. 2014 - 117526

Date: 8/8/2014

Complaint Description:

08Q EPCOR

N/A Not Applicable

First:

Last:

Complaint By:

Maryann

Hughes

Account Name:

Maryann Hughes

Home: (000) 000-0000

Street:

Work:

City:

Sun City

CBR:

State:

AZ

Zip: 85373

is:

Utility Company:

EPCOR Sewer *AAWC

Division:

sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09-10 rate cases

Docketed SW-01303A-09-0343

Name: Mary Ann Hughes

Date: August 8, 2014

Address:

Phone:

CityStateZip: Sun City, AZ

Cell

Docket: Rate Increase Application

DocketNo: W-01303A-09-0343

Utility: EPCOR WATER USA

Email

Comments: Pora of Sun City West is critical of Corte Bella, CrossRiver, DosRios, & Coldwater Ranch for seeking to reduce our EPCOR wastewater water rates. Pora states people should research utility costs, etc. first then decide what area in which to live; well, our bills in CrossRiver were reasonable when we did research utility bills, etc. when we moved in CrossRiver in 2012 until the Anthem deconsolidation then 133% increase & deceptive billing practices by EPCOR. Wastewater volumetric charge, usage billed to next 1000 gal (if 1001 gal used charged for 2000 gal). Sun City West has enjoyed no rate increases for 6 yrs. Why should they get reduced rates and we suffer with \$200-\$300 p/bills. The State of AZ states we should have affordable water! So sick of EPCOR blaming ACC. Pora keeps saying Corte Bella, it's Corte Bella, CrossRiver, DosRios, Coldwater Ranch, Verrado, & Russell Ranch. Anthem should remain deconsolidated as they are not near us -- Sun City West must get rate increases as we are. We are tired of suffering with limiting our water usage.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 8/8/2014

Opinion No. 2014 - 117526

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117534

Date: 8/8/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: **BarbaraAndrew**

Klachadurian

Account Name: BarbaraAndrew Klachadurian

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is:

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09 & 10 Rate cases

Docket no. Sw-01303A-09-0343

Name: Barbara Khatchadurian

Date: 08-07-14

Address:

Phone:

City/State/Zip: Buckeye AZ

Cell: [REDACTED]

Docket: Aqua Fria Wastewater

Docket No: SW-01303A-09-0343

Utility: Epcor Water

Position: Pro

Email:

Comments: I urge you to go back to "consolidated district" for our Aqua Fria Wastewater rates, my water bills have tripled over the past year and a half even though my water consumption basically remains the same, Verrado is a much smaller community than others in this district (one of which is no longer part of because of your decision to deconsolidate namely Anthem) it is totally unfair for one community to have to bear the brunt of additional cost spread out over fewer people. We are retired people on a fixed income, which also applies to my 87 year old mother we can not afford this outrageous rates that increased tremendously even though our incomes don't change. PLEASE, PLEASE, PLEASE CONSOLIDATE SO ALL RESIDENTS IN THE SAME WASTEWATER DISTRICT HAVE THE SAME AND FAIR SHARING OF THESE COSTS.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 8/8/2014

Opinion No. 2014 - 117534

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax

Priority: Respond Within Five Days

Opinion No. 2014 - 117533

Date: 8/8/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: **Andrew**

Neynaber

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip:

is:

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name: [REDACTED]

Contact Phone .

Nature of Complaint:

EPCOR 09 & 10 Rate cases

Docket no. Sw-01303A-09-0343

From: Util-PublicComment
Sent: Thursday, August 07, 2014 7:59 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Andrew Neynaber
Date: 8/7/2014
Address: [REDACTED]
Phone:
CityStateZip: Buckeye, AZ [REDACTED]
Cell:
Docket: EPCOR Wastewater rate consolidation
DocketNo: SW-01303A-09-0343
Utility: EPCOR
Email: [REDACTED]

Comments: As a resident of Verrado Community, a EPCOR wastewater district customer and as an active voter interested in growth and development in the West Valley, I would like to respectfully request that you fully consolidate all of EPCOR wastewater customers into one rate structure. There are several reasons that full consolidation makes the most sense from both a short and long term perspective. Please consider: A) The West Valley is poised to be the fastest growth area of the Valley of the Sun and will eventually be an economic engine driving revenue growth for the entire Phoenix metro area and indeed, all of Arizona. Water rates are an

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

increasingly significant factor that can either attract or repel such growth. Consolidation would lead to predictable an stable rates and signal that we are serious about attracting business and residential growth. This is increasingly true in light of California's water challenges that are causing California business to look elsewhere for opportunities to avoid high taxes and sky rocketing utility costs. B) There is the issue of fair and equitable payment for infrastructure between all stakeholders in the EPCOR customer base. While Anthem residents gained a state of the art wastewater treatment plant at a time when EPCOR customers were consolidated, those in the Agua Fria district that participated in early payment for the Anthem treatment facility are now left to carry the entire economic burden of the wastewater treatment facility built to service the Agua Fria area. C) The deconsolidation of the water districts is short sighted on the part of those who would seek the short term gain of moderately lower rates at the expense of their Valley neighbors. Over time, it is probable that the Agua Fria district will experience more rapid growth and eventually experience lower per capita rates then the Anthem district. Consolidating the rate structure now will avoid a turning of tables later on. It is in the best interest of Anthem residents long term to consolidate now. For these reasons, I would urge you to vote for full consolidation, bringing all the EPCOR wastewater customers together as one district.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed:

Opinion No. 2014 - 117533

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 255-1212

Fax: (602) 255-1212

Priority: Respond Within Five Days

Opinion No. 2014 - 117531

Date: 8/8/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: **First:** Stephen **Last:** Grump

Account Name: Stephen Grump **Home:** (000) 000-0000

Street: [redacted] **Work:**

City: Buckeye **CBR:**

State: AZ **Zip:** 85396 **is:**

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: [redacted] **Contact Phone:**

Nature of Complaint:

EPCOR 09 & 10 Rate cases

Docket no. Sw-01303A-09-0343

From: Util-PublicComment
Sent: Thursday, August 07, 2014 8:39 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Shawn P. Crump
Date: 08/07/14
Address: [redacted]
Phone:
City/State/Zip: Buckeye, AZ 85396
Cell:
Docket: SW-01303A-09-0343
Docket No:
Utility: EPCOR Water
Position: Other
Email: [redacted]

Comments: I support a consolidated district with single rate structure which will hopefully provide relief for water bills over \$350.00 per month. Thank you for your consideration.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 8/8/2014

Opinion No. 2014 - 117531

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Pho

Priority: Respond Within Five Days

Opinion No. 2014 - 117528

Date: 8/8/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: **Diana**

Larson

Account Name: Diana Larson

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85373

is:

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone: (000) 000-0000

Nature of Complaint:

EPCOR 09 & 10 Rate cases

Docket no. Sw-01303A-09-0343

Name:Diana Larson

Date:08/08/2014

Address

Phone

CityStateZip:Sun City, AZ :

Cell:

Docket:AZCC

DocketNo:W-01303A-10-0448

Utility:EPCOR

Email: dlarson@epcor.com

Comments:I would like to comment in favor of consolidating the wastewater districts in our area if the end result is better, more reasonable rates for our community. I am in Crossriver, one of the highest rates in the state. My average water bill is nearly \$200 a month, which is way too high for a family of three. I love my neighborhood, but if these rates are going to continue, we will be forced to move out of this community, and since we are considering that as an option I can only imagine that many more are also considering that. So, the next logical conclusion is that our home values will considerably suffer. In our household we have removed grass, limit our shower time, limit toilet flushes and laundry. We have done everything we can think of short of turning the water off completely, to save money and our bill is still over \$150 monthly. It's up to the Corporation Commission to decide whether this neighborhood survives or becomes a ghost town. Most people who are moving into a new neighborhood don't even stop to consider the water rates, just assuming that they are fairly consistent throughout the valley. That first bill is usually shocking to people living in Crossriver and surrounding areas that are on Epcor. And now that our situation has been on the news, more people will be avoiding it than ever. I do not feel

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

that a foreign company such as Epcor should be allowed to come into the United States and charge us such exorbitant rates to line their pockets. Please help us lower these water/wastewater rates to a reasonable amount for all.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 8/8/2014

Opinion No. 2014 - 117528

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2014 - 117527

Date: 8/8/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: Elizabeth

Zamora

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip:

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone

Nature of Complaint:

EPCOR 09-10 rate cases

Docketed SW-01303A-09-0343

Name: Elizabeth Zamora

Date: 8-8-14

Address

Phone

CityStateZip: Buckeye

Cell

Docket: SW-01303A-09-0343

DocketNo:

Utility: Epcor Water

Email

Comments: As a resident in Buckeye's subdivision, Verraddo, we desperately need you consolidate our water rates. The cost of our family's water bill is exorbitant even though we conserve wisely. It is unrealistic for young families and seniors on fixed incomes to have water bills this high, even higher than electric bills. Please provide the support we gravely need!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/8/2014

Opinion No. 2014 - 117527

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone

Fax

Priority: Respond Within Five Days

Opinion No. 2014 - 117525

Date: 8/8/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: **Jennifer**

Emoian

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 8

is:

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone

Nature of Complaint:

EPCOR 09-10 rate cases

Docketed SW-01303A-09-0343

Name: Jennifer Ermoian

Date: 08/08/2014

Address

Phone

CityStateZip: Buckeye, AZ

Celi

Docket: Verrado SW-01303A-09-0343

DocketNo: W-01303A-09-0343

Utility: Epor

Position: Con

Email:

Comments: I reside in Buckeye, specifically, Verrado. We noticed a huge increase of our sewer waste portion of our bill. My average bill went from 50-60\$ covering both water and sewer waste and in most cases with other cities trash to \$200. According to my bill I have used less water attempting to conserve as much as possible than I did when I had a \$60 bill. This is INSANE!!!!!! My water and sewer waste bill combined is officially higher than my electric bill. Why are home owners having to pay an upcharge on the meter that the builder placed in the home to meet water flow requirements???? Why are we paying for a base pay of 50\$ for sewage/waste? Why are we having to pay for an automatic charge for 7000 gallons of sewage reclamation even if we don't use that? 60% of water usage in the average Arizona home is used outside. That water is evaporated and never reclaimed as sewer!!!! You have no way to measure that and max us out every month! It is very unfair to deconsolidate Anthem and pass the extra costs to Verrado. Living in a nice area doesn't mean we all have the extra money to cover the companies losses. It is price gauging. Your business model is messed up. The lost in cost shouldn't have to be paid by the consumer. Why did the ACC chose to move forward with the vote to deconsolidate

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Anthem if their research and staff advised against it??? It seems that their elected officials may have "vested" interested in Anthem. These Rates keep increasing and salaries are not causing a financial hardship for several families who reside in Verrado and surrounding areas that are affected with the rate increase. Several Verrado families are retired and on a fixed income and others are trying to make ends meet. There is only so much a family can do to budget their house hold. This needs to be changed!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 8/8/2014

Opinion No. 2014 - 117525

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone

Fax: (602) 512-6100

Priority: Respond Within Five Days

Opinion No. 2014 - 117523

Date: 8/8/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: **Dan**

Emoian

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip:

is:

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone: (602) 512-6100

Nature of Complaint:

EPCOR 09-10 rate cases

Docketed SW-01303A-09-0343

Name: Dan Ermoian

Date: 08/08/2014

Address:

Phone: (602) 512-6100

CityStateZip: Buckeye Arizona

Cell:

Docket: Verrado

DocketNo: W-01303-09-0343

Utility: Epcor

Email

Comments: We need to consolidate all EPCOR Agua Fria district sewer users for a more equitable distribution of charges to use this system. EPCOR needs to formulate a plan for sewage rates that do not include waters used for landscape irrigation and swimming pools. These waters do not go down the sewer and we should not be charged a sewer rate for them. Epcor needs to formulate a plan for further education of its field employees on meter reading. Estimation of meter reads is rapid in Verrado.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/8/2014

Opinion No. 2014 - 117523

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax: 9

Priority: Respond Within Five Days

Opinion No. 2014 - 117524

Date: 8/8/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: **Michael** **Mills**

Account Name: michael mills

Home: (000) 000-0000

Street: Canyon Dr.

Work:

City: Buckeye

CBR:

State: AZ Zip:

is:

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09-10 rate cases

Docketed SW-01303A-09-0343

Name:michael mills

Date:8-8-14

Address:.

Phone

CityStateZip:Buckeye AZ

Cell:

Docket:SW-01303A-09-0343

DocketNo:

Utility:epcor water

Position:Other

Email:-

Comments:I strongly believe consolidation is better for all communities. I am sure it would be less costly than having several small community water districts.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 8/8/2014

Opinion No. 2014 - 117524

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone

Fax:

29

Priority: Respond Within Five Days

Opinion No. 2014 - 117522

Date: 8/8/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: **Kenneth**

Scruggs

Account Name: Kenneth T. Scruggs

Home: (000) 000-0000

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: --

is:

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone: ,----

Nature of Complaint:

EPCOR 09-10 rate cases

Docketed SW-01303A-09-0343

From: Util-PublicComment
Sent: Friday, August 08, 2014 11:46 AM
To: Util-PublicComment
Cc: kscruggs@epcor.com
Subject: Public Comment

Name: Kenneth T. Scruggs
Date: 08/08/14
Address: e
Phone: e
CityStateZip: Buckeye AZ 85396
Cell: e
Docket: SW-01303A-09-0343
DocketNo: SW-01303A-09-0343
Utility: Epcor
Position: Other
Email: kscruggs@epcor.com

Comments: By close of business today, Epcor is required to submit recommendations for how best to distribute water/sewer charges among its various customers. We ratepayers in Verrado (Buckeye), who have seen water and sewer rates double since the Commission voted to deconsolidate, are assured that Epcor will recommend re-consolidation of the districts within Epcor's control. I hope, and strongly recommend, that the ACC vote to implement that recommendation. From a business standpoint, it makes no sense to take away economies of scale that can be achieved by utilities spreading costs among as wide a group of ratepayers as possible. Added

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

to that, however, is the damage caused to individuals and home sales in our community caused by rates that are significantly higher than are paid by other subdivisions in our area. Please let me know what I can do to better promote consolidation. Thank you. Ken Scruggs

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 8/8/2014

Opinion No. 2014 - 117522

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: --

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117530

Date: 8/8/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: Bernadine

Huff

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09 & 10 Rate cases

Docket no. W-01303A-10-0048

From: Util-PublicComment
Sent: Friday, August 08, 2014 6:58 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Bernadine Huff
Date: 8/8/14
Address:
Phone:
CityStateZip: Sun City
Cell:
Docket: W0130A-10-0448 Epcor
DocketNo: W0130A-10-0448
Utility: Epcor
Position: Other
Email:

Comments: Dear ACC, I am tired of paying the highest rates in the state for water. It is a shame that Epcor was allowed to do this in the first place. May water bill for 2 people is 145-150 a month. We have no grass, no pool and desert plants in our front yard. We had to stop watering the plants in our back yard. We have timers on showers, low flow everything and yet our bill NEVER goes down. Our water bill is higher than our APS bill and we keep our air at 78!!! If we could sell our home, we would move out of this area totally. The question is now

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Who would buy in the area with EPCOR? I am hoping that your consolidation makes EPCOR one district. Just like APS. If our bill does not go down, we will be forced to try to sell or be foreclosed on. We just can't continue to pay these rates. So much for the American Dream!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 8/8/2014

Opinion No. 2014 - 117530
